

# Impact of Declining Intercity Bus Service in Missouri

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Transportation

**FINAL REPORT**

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**Impact of Declining Intercity Bus Service in Missouri**

Prepared for  
Missouri Department of Transportation  
Organizational Results

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The opinions, findings, and conclusions expressed in this publication are those of the principal investigators and the Missouri Department of Transportation. They are not necessarily those of the U.S. Department of Transportation, Federal Highway Administration. This report does not constitute a standard or regulation.

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## **Executive Summary**

### **Background**

Beginning in 2005, Greyhound announced that it was streamlining its operations. As part of this process, it announced that it would be reducing stops and eliminating routes across the country. In 2003, Missouri had 50 bus stops available for riders to access intercity bus service. By 2005 that number declined to 39, a loss of 11 stops over this two-year period. In some instances, routes that were no longer profitable were eliminated. In other instances where a route was profitable, a stop along that route may not have been warranted because the number of outbound passengers was not sufficient to justify a stop. One particular route that was eliminated had been in service for decades. Some routes and stops were spared from closure as other service providers took them over, where it was feasible for them to do so. As stops were being closed, citizens looked to MoDOT and their elected representatives for assistance to keep more stops from closing or to reopen stops and routes.

### **Approach**

To address the decline in intercity bus stops, MoDOT undertook a study to determine the level of ridership at Missouri bus stops and to determine the needs, characteristics and perceptions of Missouri riders. The results of the study would aid MoDOT's Multimodal Division in understanding the role of intercity bus service and reverse the trend of bus stop closures. To effectively complete the project, the study required an extensive amount of field research. It was important to have the cooperation of the intercity bus companies operating in Missouri as much of the research was going to be conducted with their passengers both at bus stops and onboard the buses.

Using a survey tool that was created for the study, face-to-face interviews were conducted with passengers. The interview process had three components: current trip information, previous bus trip experience, and demographic information. Missouri residents were the primary targets of the study; but the prominence of non-Missouri residents on the bus indicated there was an interstate component that should be included in the study. The interviews were conducted both at bus stops while passengers were waiting to board and onboard as the bus continued along its route. From the study, MoDOT was able to identify passenger characteristics related to demographic information, their frequency and use of intercity bus service and their perceptions about the current level of service.

Bus passenger counts were also taken at most of the bus stops along routes. Boarding and alighting passengers were counted in the study, and information about their trip origin, trip destination and trip time within Missouri was collected. The bus counts helped MoDOT identify gaps in service between the locations of need (origins and destinations) for intercity bus service or feeder bus service and the current inventory of bus stops in Missouri.

### **Conclusions**

*Access and Security:* Missouri citizens that travel between Missouri's major cities on intercity bus benefit greatly from this service. In the major cities, the bus stops are located along local transit routes. Citizens in rural, or less populous, areas, often find it difficult to locate a bus stop or to find local transportation. Often they cannot purchase a ticket at these stops.

Bus stops in Missouri's major cities also offer waiting areas and are open for business nearly round the clock. Citizens boarding or alighting at rural stops are disadvantaged as bus company agents, who also

operate one or two primary businesses at the stop (such as a convenience store or a restaurant), operate many of these stops. There is often little or no waiting space, insufficient lighting and no security in place.

*National Significance:* Another key finding is that most riders on buses operating in Missouri are interstate travelers. The stops in Missouri's major cities usually accommodate out of state travelers who are waiting to transfer to another bus line, route or mode of travel. The majority of Missouri riders are traveling from or into Missouri's major cities, primarily, St. Louis, Kansas City, and Springfield.

*Distinct Groups of Riders:* Certain population groups rely more heavily upon intercity bus travel than others. Among the population groups identified in the study are: people living in Amish settlements, people of Hispanic origin, college students, military personnel, and persons recently released from incarceration. The companies providing intercity bus service in Missouri recognize these groups as target markets and have located stops in areas near to their centers of population.

*Rider Satisfaction:* Riders are generally satisfied with the level of bus service available in Missouri. They were some concerns expressed about personal safety and bus stop accommodations, among others. These concerns varied among the respondents.

## **Recommendations**

With its intercity bus service partners, MoDOT can improve intercity bus service by implementing recommendations that include:

- Develop an intercity bus website within MoDOT's website. Research shows that riders, especially younger riders, use the Internet to locate information and to purchase tickets on a frequent basis.
- Develop outreach activities that target market segments using intercity transit. Research shows that these market segments use intercity bus service significantly and that accessibility is a concern to them.
- Place signs along routes that carry intercity service to direct citizens to an intercity bus station or stop. Research shows that riders, especially first-time riders, have difficulty locating stops that are often in unfamiliar locations to them.
- Partner with local communities to use their facilities as stations/stops for intercity bus providers or establish stations/stops near local transit stops. Research shows that riders in communities with local transit services have easier and less costly means of reaching an intercity bus stop.
- Continue to develop and maintain feeder services that connect people in rural areas that are not as well served. Research shows that accessibility for riders in more rural areas continues to decline as bus companies continue to build and maintain routes primarily along the interstate highway system.
- Work with other units in MoDOT or local transportation agencies to ensure that adequate night lighting is available at bus stations/stops. Research shows that riders experience a lower sense of security while they are waiting to board or to be picked up.
- Assess the needs of communities that are not currently being served by an intercity bus provider. Research shows that there is a potential level of ridership available to bus service companies resulting in additional bus stops and increased accessibility for Missouri's citizens.

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## Report Overview:

Over the last two years, Missouri has witnessed a decline in the number of intercity bus stops as illustrated in Chart O-1, *Number of Intercity Bus Stops in Missouri*. Missouri is not the only state experiencing such decline. Most closures occurred as a result of Greyhound Line's plan to reduce cost and to make bus service faster by reducing the number of stops between major cities. Greyhound, the nation's largest bus company, is implementing this plan in all of its operations throughout the United States. In Missouri, only a few bus stops along a route were eliminated. In other instances, entire routes, some long established and traveling through rural areas, were eliminated. Not all routes have been completely abandoned, as some were taken over by other bus companies.

A decrease in intercity bus service in Missouri can be linked to at least three major trends in transportation's history: automobiles became more affordable, interstate highway systems were built, and the growth of the airline industry. As these trends unfolded, Americans came to rely less on buses to take them from place to place. In 1970, intercity bus ridership peaked at about 130 million passengers per year. Today, ridership is estimated to be around 40 million passengers.

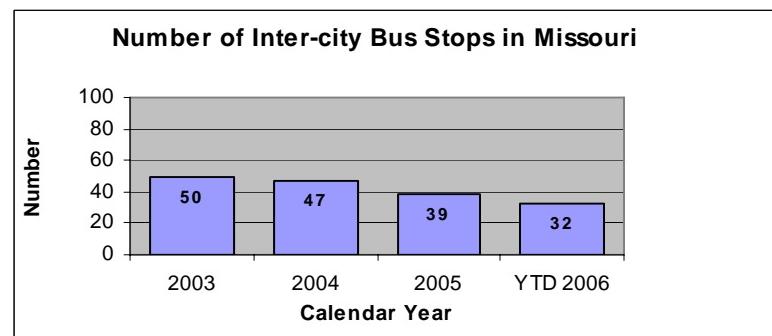


Chart O-1, Number of Intercity Bus Stops in Missouri

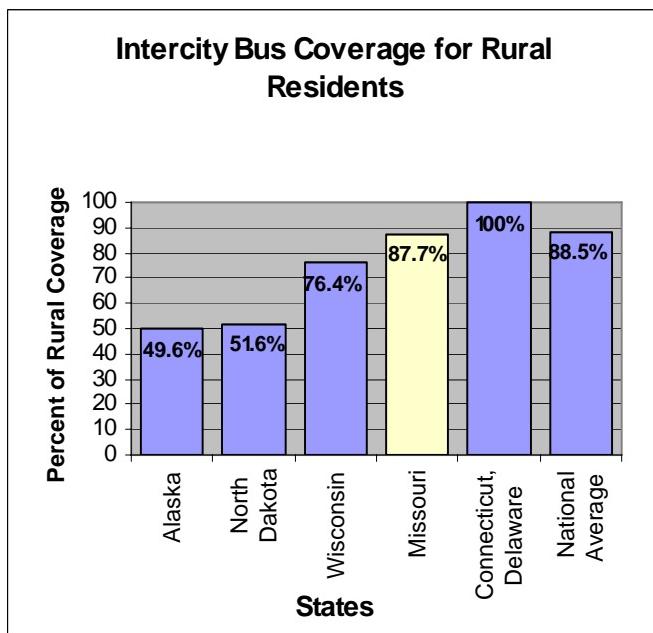


Figure O-2, Intercity Bus Coverage for Rural Residents

This decrease in service is not just an issue for Missourians. Many of the passengers on buses traveling in and through Missouri are not Missouri citizens. As has been the case throughout the history of our State, Missouri continues to serve as a gateway for travelers moving across our country. This is evident by a visit to either the Kansas City or St. Louis bus stations where on any given day, the scene inside the terminal may resemble activity at a busy international airport.

Of the four modes of transportation (air, bus, train, ferry) available to persons living in rural areas, intercity bus transit offers the most availability despite the recent closings of stops in Missouri and elsewhere. Missouri still fares well in access to this service compared to other states in the country. The greatest amount of coverage is found in the Northeast United States, while the Plains states have the lowest amount of coverage, as represented in Chart O-2, *Intercity Bus Coverage for Rural Residents*.

In addition to mobility and connectivity impacts, the economic impact to a community when a stop closes is difficult to measure or may even be minimal. Many individuals in communities are not aware that a bus company stops in their community while others assume that there is bus service to their community. Some have a misperception that the bus will pick you up and drop you off anywhere along its route based on nostalgic scenes created by Hollywood where individuals depart their loved ones at the end of a country road.

Regardless of perception, the impact upon population groups within a community is greater as individuals who rely upon intercity transit, for whatever reason, now must travel farther and incur more costs as a result of a bus stop closing in their community. For example, getting a friend or a loved one to drive you 5 or 10 miles, or even to take a taxi, to the nearest bus stop is a whole lot easier than finding someone who is willing to drive 40 miles, or more one-way.

### What's the difference?

In the report, distinctions will occasionally be made among the bus stops. These distinctions are:

*Terminal* – A stop where passengers alight and reboard for transfer to another bus or another route. Tickets may be purchased at a terminal.

*Station* – A stop where passengers may alight for rest, food and bathroom breaks and then reboard the same bus to continue their trip. Tickets may be purchased at a terminal.

*Stop* – A stop where the passengers board or alight, if this is their destination. All other passengers remain on board. Tickets are generally not available for purchase at these stops.

MoDOT used several approaches in order to assess the impact of declining service. This report provides information derived from secondary data sources, field interviews with passengers and bus company personnel, and observations. Interviews were conducted with passengers both at stations while waiting to board and on-board as the bus traveled along its route. These studies were completed in the fall of 2005.

The information contained in this report includes:

- An overview of bus service in Missouri.
- Level of ridership on the three major bus carriers transporting passengers in Missouri (Greyhound, Burlington Trailways, and Jefferson Lines).
- Characteristics and perceptions of participants who were surveyed on-board busses and at the stations/stops on Missouri routes.
- Information about population groups that rely upon intercity transit.
- Impact to community when bus service is eliminated.
- Recommendations on improvements that MoDOT can implement in partnership with the intercity transit providers.
- Demographics of communities with intercity bus stops along with communities that could benefit from service.

## Chapter 1: Bus Providers Operating in Missouri

As of December 31, 2005, four companies provided intercity passenger service in Missouri. Table 1-1, *Bus Companies in Missouri*, illustrates the Missouri operations of these companies.

Greyhound Lines, Inc., is the largest company operating in Missouri based on number of stops and passengers. Greyhound Lines owns terminals in St. Louis, Kansas City, Springfield, and Joplin. Its Missouri routes are primarily along interstate highway systems (except US 67 through Farmington and Poplar Bluff). Greyhound Lines generally carry Missouri's passengers along east-west corridors.

Jefferson Lines is the next largest company operating in Missouri in terms of stops and passengers. Jefferson Lines does not own terminals in Missouri, but operates out of the Kansas City and Joplin Greyhound terminals. Its Missouri routes are along north-south corridors. From Anderson to Kansas City, it runs on US 71. From Kansas City to Omaha, Nebraska, it runs along I-29, and to Des Moines, Iowa, it runs along I-35.

Burlington Trailways operates in Missouri with fewer passengers and stops. Burlington Trailways also does not own terminals in Missouri, but operates out of the St. Louis Greyhound terminal. Its only Missouri route runs north-south on US 61 from St. Louis to Wentzville and continuing on to Canton.

Company Information	Type of Company	Highway Corridors	Missouri Stops		
			Number of Stops*	Stops with Full Services	Number of Departures
Greyhound Lines, Inc. P. O. Box 660362 Dallas, TX 75266-0606 972-789-7000 <a href="http://www.greyhound.com">www.greyhound.com</a>	Public Corporation	I-70 I-44 I-55 US 67	12	8	103
Jefferson Lines 2100 E. 26 <sup>th</sup> Street Minneapolis, MN 55404 612-359-3400 <a href="http://www.jeffersonlines.com">www.jeffersonlines.com</a>	Limited partnership	US 71 I-29 I-35	14	7	59
Burlington Trailways P. O. Box 531 West Burlington, IA 52655 319-753-2864 <a href="http://www.burlingtontrailways.com">www.burlingtontrailways.com</a>	Private corporation	US 61 I-70**	6	2	13
Ozark Shuttle Service 1208 Sainte Genevieve Farmington, MO 63640-1128 573-756-5470	Private corporation	US67 I-55	***	***	***
TOTALS			32	17	175

Table 1-1, Bus Companies in Missouri

\*Stops counted for each company.

\*\*From downtown St. Louis to its intersection with US 61.

\*\*\*Information not available

## Chapter 2: Bus Stops in Missouri

### Access to state highway system

The St. Louis, Kansas City, and Joplin terminals are found in downtown locations with quick access to the highway system. Springfield's terminal is located on a major thoroughfare that runs parallel to Interstate 44. Stations and stops, in nearly all locations, are found in close proximity to the highway system. In St. Joseph, the station is located at the city's transit center. Only the St. Louis and Joplin terminals operate on a 24-hour schedule. Springfield and Kansas City operate from early morning to late night with only a few hours of closure each day.

Throughout the report, the routes on Missouri's state highway system will be designated as follows:

Interstate – IS

US Highway – US

Missouri Highway – MO

The route number will follow each designation.

### Package service

In addition to passenger service, all three lines provide package express service at nearly all of its stops.

### Customer groups

*Military personnel:* Military personnel board at stops in St. Louis, Kansas City, Rolla, and Ft. Leonard Wood. These stops are within a 10- to 25-mile radius of military facilities and are located near to interstate highway systems. Many of these passengers travel to St. Louis-Lambert Field to catch flights, although many continue their travels on the bus to reach their final destination.

*College students:* Bus stops are also located within a 10- to 25-mile radius of communities with a high number of college students. Maryville, St. Joseph, St. Louis, Kansas City, Jackson, Rolla, Springfield, Joplin, and Columbia are homes to some of Missouri's major universities and colleges. These communities are located along interstate highway systems. Students attending college in Jefferson City, Warrensburg, and Kirksville (also homes to major universities and colleges) must travel from 25 to 75 miles to board an intercity bus. However, these students are not totally without intercity transportation as Amtrak stops are located in Warrensburg and Jefferson City (with stops between Kansas City and St. Louis) while Kirksville students can catch Amtrak at La Plata (which stops only in Kansas City).

*Persons recently released from incarceration:* Stops in Missouri are also located near Department of Corrections facilities. Some family members and friends of incarcerated persons travel to these locations for visits. Many passengers that board at these stops are incarcerated persons who have been released from the Department of Corrections and are being sent home. Guards accompany the paroled persons to the stop and ensure that the parolee has boarded. (Guards stay at the stop until the bus has left the premises.) Many of these facilities are located within a 10- to 25-mile radius of bus stops.

The Missouri Department of Corrections has correctional facilities in, or near to, the bus stop communities of Boonville, Bowling Green, Cameron, Farmington, Kansas City, Maryville, St. Joseph, Winston, and St. Louis. It has been the practice of Missouri's government to establish correctional facilities in smaller communities. Some of these communities, including Bowling Green and Farmington, are located along US highways rather than the interstate highway system. The Columbia and Boonville bus stops board parolees from facilities located in Jefferson City, Fulton, and Tipton. These facilities are 25 to 35 miles away from the bus stops. A few other correctional facilities exist in the state, but they are located between 25 and 50 miles away from a bus stop.

*Amish settlements:* Several Amish settlements are found in Missouri. These settlements are usually small, consisting of between 10 and 25 families. They are located in the rural areas of western and northern Missouri near small towns of 1,000 or fewer in population. Members of the Amish community rely on intercity transit to visit relatives in other settlements in both Missouri and other parts of the United States.

Bus stops in Bowling Green, Canton, Rich Hill, Bethany, Butler, and Nevada are located near Amish settlements, and they comprise many of the passengers that board at these stops. A large number of Amish passengers board at the stops in Columbia, Springfield, and Maryville, but the settlements are often between 25 and 50 miles away. Amish settlements in areas along the MO 13 state highway corridor were impacted when Greyhound closed the route.\*

Community profiles found in Appendix A contain demographic information on the communities that currently have stations or stops. (The population information is based on 2000 U.S. Census Bureau data.) Each community profile also has location, hours of operation, times bus is arriving or departing, and package express information for the companies serving that community. More information about the bus stations and stops is also provided in this report.

\*Jefferson Lines has announced plans to reopen the MO 13 route from Springfield to Clinton to Harrisonville in May 2006.

## Chapter 3: Assessing the Situation

As previously illustrated in Chart 0-1, *Number of Intercity Bus Stops in Missouri*, the number of stops in Missouri had declined from 50 in 2003 to 39 in 2005. The intercity bus stop measure is a part of MoDOT's performance management system known as the Tracker. Measurement drivers are expected to develop strategies to keep the desired trend moving in the positive direction. In the case of the intercity bus stop measure, the desired trend is to see the number increase over time.

MoDOT's Transit section approached Organizational Results in mid-2005 to assist them in understanding the impacts of the decline of intercity bus stops in Missouri. The Transit section knew that the decline was mostly attributed to Greyhound's decision to close routes and stops throughout Missouri and the rest of the country. However, Transit wanted to get more information from passengers, particularly Missouri residents, on how the closings impacted them and how MoDOT could respond to these closings and ensure that rural citizens needs for intercity transportation were met.

MoDOT determined that a survey of the characteristics, needs and perceptions of passengers riding on intercity transit in Missouri should be conducted through on-board personal interviews with a self-administered element for the demographic information. Figure 3-3, *Survey Process*, illustrates the process for development, implementation, and review of the survey. The bases for conducting these on-board interviews were:

- Respondents would have a higher level of understanding of the questions because they could ask for clarification.
- Respondents' questions about the survey could be answered, or at least the ones that were most relevant to a passenger's situation.
- Immediate feedback could be provided to passengers who had questions or concerns about intercity bus service.
- Passengers, especially those who have purchased advance tickets, typically do not show at the stop until a few minutes before the bus is scheduled to arrive. This did not allow much time to conduct an interview.
- Passengers who have arrived early to wait for the bus are often visiting with loved ones and do not appreciate having their time interrupted.

Among the weaknesses associated with this approach were:

- Interviews can be time-consuming.
- Interviews can be costly.
- Possible bias from nonrandom selection of interviewed riders.

MoDOT determined that despite the time and cost involved, the approach was vital to collect the level and type of information that was needed to properly assess the situation. To avoid selection bias, it was necessary for the research staff to select a variety of persons of various ages and genders, persons sitting in all sections of the bus, etc.

### Survey Process

- Assess customer's needs and outcomes
- Develop methodology and questions
- Test methodology and questions
- Evaluate testing results
- Implement the survey
- Collect, summarize and review survey results

Figure 3-3, Survey Process

To focus on service impacts to Missouri, interviewees were initially selected based on Missouri residency. Since MoDOT's concern was the impact on Missouri's population, these individuals would be the first ones asked to participate in the interview. Also to be selected for the interviews would be non-Missouri residents who were starting or ending their bus trips at a Missouri bus station/stop.

Organizational Results met with the Transit section to determine their needs from this survey. From that meeting, it was concluded that the following information was most needed:

- How many Missourians were riding buses;
- Where in Missouri were passengers boarding and alighting;
- If a station/stop had closed that they had previously used, where were passengers now boarding and alighting;
- What was the cost of their trip;
- How often were they traveling;
- How satisfied were they with the level of service being provided by intercity transit providers; and
- Who were the typical customers?

To prepare the survey tool, a literature search was completed. "TRCP Synthesis 63 On-Board and Intercept Transit Survey Techniques: A Synthesis of Transit Practice" from the TRCP (Transit Cooperative Research Program) had methodology to aid in designing the survey. The information contained in this report was consistent with our desired objectives. (See Table 3-1, *Survey Questions Typically Used by Transit Agencies.*)

<b>Survey Questions Typically used by Transit Agencies</b>	
<b>"This trip" Questions Asked by Transit Agencies</b>	<b>Questions asked in MoDOT's Intercity Bus Transit Survey "Tell Us About This Trip! and Tell Us About Your Bus Experience!" sections</b>
Origin	<ul style="list-style-type: none"> <li>▪ Did you begin your bus trip from a bus station/stop in Missouri? If yes, which Missouri bus station/stop?</li> </ul>
Destination	<ul style="list-style-type: none"> <li>▪ Will your bus trip end at a bus station/stop in Missouri? If yes, which Missouri bus station/stop?</li> <li>▪ Where is your final destination for this trip?</li> </ul>
Purpose	<ul style="list-style-type: none"> <li>▪ What is the purpose of your trip? (with options available to select)</li> </ul>
Access mode	<ul style="list-style-type: none"> <li>▪ How did you get to the bus station/stop? (with options available to select)</li> </ul>
Egress mode	<ul style="list-style-type: none"> <li>▪ After you get off the bus, how will you get to your final destination? (with options available to select)</li> </ul>
Duration of access/egress trips	<ul style="list-style-type: none"> <li>▪ How much time did it take to reach the bus station/stop you started your trip from?</li> <li>▪ How much time will it take from when you get off the bus until you get to your final destination?</li> </ul>
Waiting time for bus or train on this trip	<ul style="list-style-type: none"> <li>▪ Amount of time you waited for your transfer. Was the time you waited for your transfer too long, too short, or just right?</li> </ul>

<b>Survey Questions Typically used by Transit Agencies</b>	
Other routes used on this trip today	<ul style="list-style-type: none"> <li>▪ Other means of travel may be available to you. Why did you not use them? (with options available to select)</li> </ul>
Method of fare payment	<ul style="list-style-type: none"> <li>▪ More applicable to ask—What was the total cost of your bus ticket for this trip?</li> </ul>
<b>“General Travel” Questions Asked by Transit Agencies</b>	<b>Questions asked in MoDOT’s Intercity Bus Transit Survey “Tell Us About Your Bus Experience! and Tell Us About You!!” sections</b>
Frequency of using transit	<ul style="list-style-type: none"> <li>▪ Is this your first time riding a bus (excluding those times on a tour or local bus)?</li> <li>▪ How many of your bus trips are one-way trips? (with options available to select)</li> <li>▪ How many times a year do you take a bus trip? (with options available to select)</li> </ul>
How long the respondent has been using transit	<ul style="list-style-type: none"> <li>▪ How long have you been using bus transportation for traveling? (with options available to select)</li> </ul>
Vehicles available to the household	<ul style="list-style-type: none"> <li>▪ Do you own, or have access on a regular basis to, a vehicle? (with options available to select)</li> <li>▪ Other means of travel may be available to you. (with options available to select)</li> </ul>
Alternative modes	<ul style="list-style-type: none"> <li>▪ Other means of travel may be available to you. (with options available to select)</li> </ul>
<b>“Demographic” Questions Asked by Transit Agencies</b>	<b>Questions asked in MoDOT’s Intercity Bus Transit Survey “Tell Us About You!” section</b>
Gender	<ul style="list-style-type: none"> <li>▪ What is your gender? (with options available to select, including <i>Decline to answer</i>)</li> </ul>
Age	<ul style="list-style-type: none"> <li>▪ What is your age (with range options available to select, including <i>Decline to answer</i>)</li> </ul>
Race and ethnicity	<ul style="list-style-type: none"> <li>▪ Chose not to include this on our survey</li> </ul>
Have drivers license	<ul style="list-style-type: none"> <li>▪ Chose not to include this on our survey</li> </ul>
Household income	<ul style="list-style-type: none"> <li>▪ What is your total annual household income level? (with range options available to select, including <i>Decline to answer</i>)</li> </ul>
Household size	<ul style="list-style-type: none"> <li>▪ What is your marital status?</li> <li>▪ How many children under 18 years live in your home?</li> <li>▪ Both questions had range options available to select, including <i>Decline to answer</i></li> </ul>
Employment status	<ul style="list-style-type: none"> <li>▪ What is your employment or student status? (with options available to select, including <i>Decline to answer</i>)</li> </ul>

Table 3-1 – Survey Questions Typically used by Transit Agencies

From this assessment, Organizational Results developed a set of questions and reviewed them with the Transit section. Once the questions were agreed upon, the staff formatted them into a survey tool that could be completed in either an interview format or a self-administered format. The preference was to conduct the survey as an interview, but use it in a self-administered form if necessary. In addition, to ensure privacy, respondents were expected to complete the demographic information on their own after the interview was completed.

The survey had three sections:

- **Tell Us About This Trip!**—Questions about the particular trip riders were taking that day (where did they board, time involved, cost, etc.)
- **Tell Us About Your Bus Experience!**—Questions about the bus service (Missouri stops, frequency of riding, satisfaction, etc.)
- **Tell Us About You!**—Rider demographics (age, gender, income, etc.)

Appendix D contains the *MoDOT Intercity Bus Transit Ridership Survey*.

To pre-test the survey, MoDOT gathered individuals with various ages, jobs, genders, etc. and conducted an interview as if they were taking a bus trip. The test groups were asked to evaluate the interview questions on the factors of ease of use, easy to understand, time to complete, and sensitivity of questions. From the feedback offered, the survey was further modified and prepared for use.

The first passengers to be interviewed were also asked to evaluate the survey on ease of use, ease of understanding, time to complete, and sensitivity of questions. The feedback was positive on the survey. However, some changes were made to the format of the survey so that questions related to the beginning bus station/stop, the ending bus station/stop, and the transfer station/stop would all be grouped in categories. Modifications were made to the format and quickly implemented in time for the next set of interviews.

Most interviews were conducted on board and usually began about 15 to 20 minutes into the bus trip and would end generally about 15 or 20 minutes before the bus trip ended to allow the bus driver to make any necessary announcements. This time would also allow passengers time to either settle in or prepare to alight from the bus. To conduct the interview, the MoDOT research staff would approach a passenger, made an introduction and explained MoDOT's need and the process for the interview. If the passenger would give permission to answer the questions, the interview would proceed. If the passenger declined, the next available person would be approached.

To maximize field time and interview numbers, some of the interviews were conducted during times while waiting to board a bus. These opportunities most often occurred at the metropolitan stations, especially in situations where passengers were waiting to transfer to another bus as they continued on their journey. Many of these passengers were non-Missouri residents.

Interviews were conducted on both legs of a route, often completed on the same day or the very next day. However, some trips often required overnight stays for the research staff as the return trip would not take place until the next day. All but five of Missouri's bus stops were visited on the trips. Efforts were made to find any passengers who may have boarded at these stops when possible. The five stops were not chosen primarily for logistical reasons. The stops were Canton (Burlington Trailways); Rock Port, Maryville, and

Anderson (Jefferson Lines); and Neelyville (Greyhound Lines). In particular, the stops in Maryville, Rock Port, and Anderson occur between the hours of 12:00 a.m. and 3:00 a.m.)

Table 3-2, *Trip Routes with Accompanying Boarding and Alighting Stops*, indicates the routes and stops for each leg of the onboard study. There were a total of eight round trips taken during the study on various days through the week and at various times throughout a 24-hour period.

Table 3-2, Trip Routes with Accompanying Boarding and Alighting Stops

<b>Trip</b>	<b>Company</b>	<b>Boarding Stops</b>	<b>In-Between Stops</b>	<b>Alighting Stops</b>
1	Burlington Trailways	St. Louis	St. Louis-Lambert, Troy, Wentzville, and Bowling Green	Hannibal
2	Burlington Trailways	Hannibal	St. Louis-Lambert, Troy, Wentzville, and Bowling Green	St. Louis
3	Jefferson Lines	Bethany	Winston and Cameron	Kansas City
4	Jefferson Lines	Kansas City	Winston and Cameron	Bethany
5	Jefferson Lines	Kansas City	Kansas City-Airport	St. Joseph
6	Jefferson Lines	St. Joseph	None	Kansas City
7	Jefferson Lines	Kansas City	Harrisonville, Peculiar Butler, Rich Hill and Nevada	Joplin
8	Jefferson Lines	Joplin	Nevada, Rich Hill, Butler Peculiar, and Harrisonville	Kansas City
9	Greyhound Lines	St. Louis	St. Louis-Lambert, Rolla Ft. Leonard Wood, and Lebanon	Springfield
10	Greyhound Lines	Springfield	Lebanon, Rolla, Ft. Leonard Wood, and St. Louis-Lambert	St. Louis
11	Greyhound Lines	St. Louis	St. Louis-Lambert, Columbia, and Boonville	Kansas City
12	Greyhound Lines	Kansas City	Boonville, Columbia, and St. Louis-Lambert	St. Louis
13	Greyhound Lines	St. Louis	Farmington	Poplar Bluff
14	Greyhound Lines	Poplar Bluff	Farmington	St. Louis
15	Greyhound Lines	St. Louis	Jackson	Sikeston
16	Greyhound Lines	Sikeston	Jackson	St. Louis

While conducting the interviews, the MoDOT research staff experienced a few challenges, such as:

- Passengers were distrustful of people approaching them, especially at the bus stations. In particular, members of Amish communities (identified by dress/appearance and mode of transport used to arrive at the station) would often decline to participate when approached.
- Non-English speaking passengers, especially when there was no one to translate. Many of these passengers spoke Spanish and were traveling with someone who spoke English, but others spoke Asian or Eastern European languages and were traveling alone. This also posed challenges to drivers and other passengers as they attempted to communicate.
- Conducting surveys on the bus were much easier when there were open seats to sit in next to the interviewees. This was especially difficult to do when passengers were walking to the bus' restroom or at night when there was no lights. Some bus drivers were also not comfortable having someone stand while the bus was in motion.
- Writing down the responses when the bus was in motion or at night.
- MoDOT's target population for the interviews was Missouri residents; however, many non-Missouri residents took part in the survey as some trips had a small number of, if any, Missouri residents.

Throughout the survey period, the research staff modified tactics and approaches to meet these challenges. In all, a total of 109 interviews were conducted. Of that number, 34 identified Missouri as their state of residency. Sixty-three interviewees identified other states or countries as their residency, while the remaining 12 did not indicate a state or country of residency.

## Chapter 4: Summary of User Perceptions, Trends and Demographics

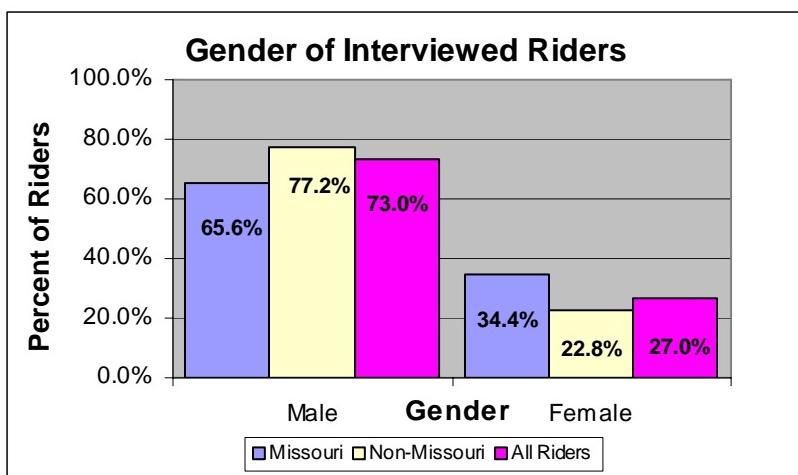


Chart 4-1, Gender of Interviewed Riders

from other countries (Korea and Nicaragua). (See Chart 4-2, *Residency of Riders*)

Residents from 27 states participated in the interviews. Nearly half of the riders interviewed were from states east of the Mississippi River. Texans made up the largest number of riders interviewed from other states. Most of the riders from the states east of the Mississippi were traveling on Greyhound Lines. Residents from states along the Mississippi were traveling primarily on Burlington Trailways. Jefferson Lines' riders were generally from states north of Missouri to Minnesota to



Figure 4-1, Riders by State Residency

The percentage for all Missouri residents interviewed was 65.6 percent male and 34.4 female. For non-Missouri residents, the percentage interviewed was 77.2 percent male and 22.8 percent female. The percentage of all riders totaled 73.0 percent male and 27.0 percent female. (See Chart 4-1, *Gender of Interviewed Riders*)

Of those who identified their state of residency, Missouri residents made up 35.1 percent of the total number of riders interviewed in the survey. Residents of other states comprised 62.9 percent of the riders interviewed, while 2.1 percent were

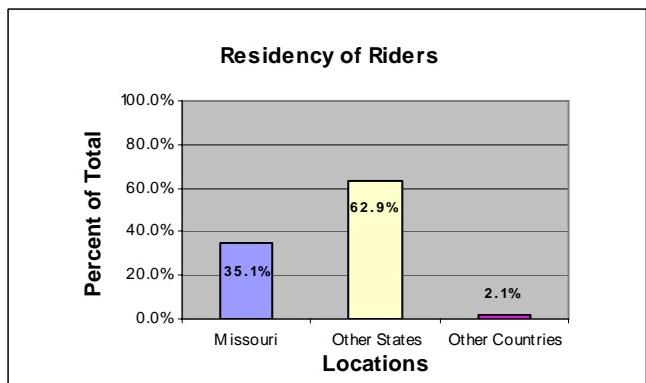


Chart 4-2, Residency of Riders

states south of Missouri to Texas. (Figure 4-1, *Riders by State Residency*)

For riders getting on or off a bus at a Missouri location 52.5 percent of respondents were residents of other states. A total of 13 out of 61 respondents from other states began their bus trips from Missouri locations while 19 of the 61 ended their trips at Missouri locations. (Table 4-1, *Out of State Riders Beginning or Ending Their Trips in Missouri*)

MO Location	Beginning Trip	Ending Trip
Butler	Arizona	
Cameron	<i>Oklahoma</i>	
Columbia		Georgia, Pennsylvania
Farmington	Arizona	Ohio
Ft. Leonard Wood	<i>Kansas, Kentucky</i>	
Hannibal		Florida, Louisiana
Joplin		Minnesota
Kansas City	Indiana, Pennsylvania, Texas, Vermont	<i>Kansas, Michigan</i>
Kansas City-Airport		<i>Illinois</i>
Poplar Bluff	New York	Pennsylvania
Rolla		Texas
Sikeston	Michigan	
Springfield	<i>Illinois, Michigan</i>	Indiana, <i>Nebraska</i>
St. Joseph		Texas
St. Louis		<i>Illinois, Tennessee</i>
St. Louis-Lambert		Georgia, <i>Kansas, Tennessee</i>

\*Italicized states represent Missouri's bordering states.

Table 4-1, Out of State Riders Beginning or Ending Their Trips in Missouri

Chart 4-3, *Origin and Destination Cities for Missouri Respondents*, displays the cities that Missouri residents began or ended their trips. Only 9 of the 20 cities shown have bus stations or stops. Of the 32 Missouri residents shown here, 20 (62.5 percent of the total) were able to begin or end their trips from bus stations or stops located in their communities. The remaining 37.5 percent of the Missouri respondents had to arrange for travel from their home community to a stop in another location, leading to increased travel time and costs for them.

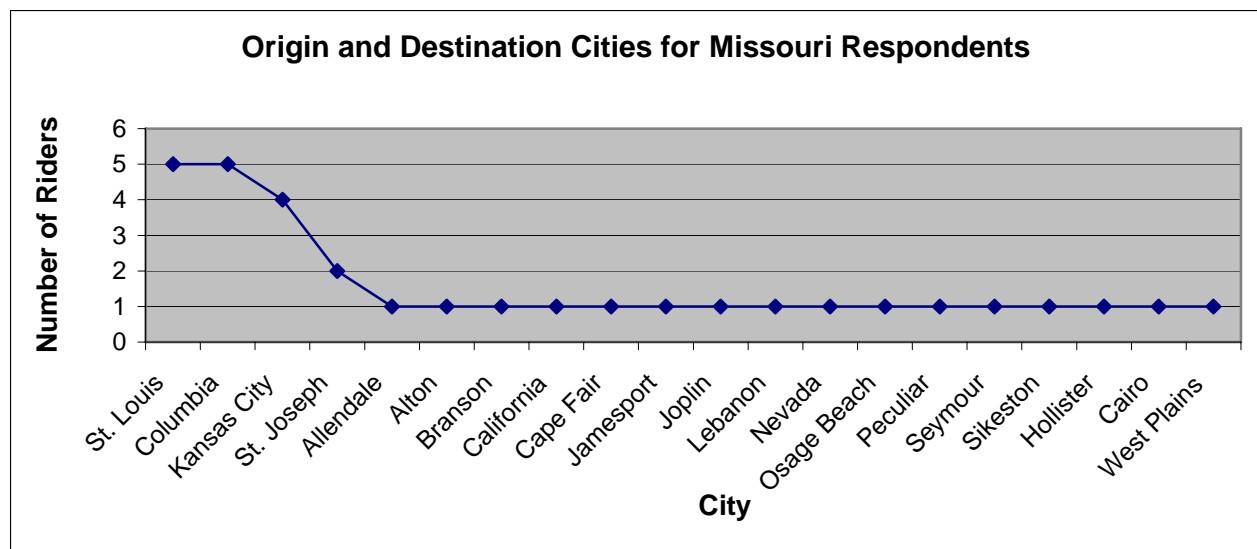


Chart 4-3, Origin and Destination Cities for Missouri Residents

Table 4-1, *Missouri Riders Getting on or off at Missouri Bus Stops*, illustrates the locations that Missouri residents began or ended their trips. The number of respondents that began or ended their trip at these locations is also provided.

<b>Missouri Bus Station or Stop</b>	<b>Number Beginning</b>	<b>Number Ending</b>
Bethany	2	
Columbia	7	2
Harrisonville		1
Jackson	1	
Joplin	2	
Kansas City	3	6
Lebanon	1	1
Nevada	1	
Poplar Bluff	1	1
Sikeston	2	
Springfield	5	
St. Joseph	3	
St. Louis	2	5
St. Louis-Lambert		2

Table 2-2.,Missouri Riders Getting on or off at Missouri Bus Stops

Table 4-3, *Ending Stops for Missouri Residents*, illustrates the locations where Missouri respondents began their bus trip and the locations, in Missouri and out of state, where they ended their bus trips.

<b>Beginning MO Stop for Missouri Residents</b>	<b>Ending MO Stop for Missouri Residents</b>	<b>Ending Stop outside of Missouri</b>
Bethany	Kansas City	Ohio
Columbia	Springfield, St. Louis	California, Nebraska, Iowa (2), Unknown
Jackson	Lebanon	
Joplin	Kansas City (2)	
Kansas City	Columbia, St. Louis-Lambert	Nebraska
Lebanon		Nebraska
Nevada		Louisiana
Poplar Bluff	St. Louis	
Sikeston	Columbia	Illinois
Springfield	Kansas City	Maryland, Nebraska, Ohio, Unknown
St. Joseph	Kansas City (2), St. Louis	
St. Louis		Iowa

Table 4-3, Ending Stops for Missouri Residents

Table 4-4, *Missouri Residents' Beginning Stops Outside of Missouri*, illustrates the locations where Missouri respondents ended their bus trip in Missouri and the states where they began their bus trip.

<b>Beginning Stop outside of Missouri</b>	<b>Ending MO Stop for Missouri Residents</b>
Pennsylvania, Georgia	Columbia
Ohio	Farmington
Florida, Louisiana	Hannibal
Minnesota	Joplin
Kansas	Kansas City
Illinois	Kansas City-Airport
Texas	Rolla
Nebraska	Springfield
Texas	St. Joseph
Tennessee	St. Louis
Tennessee	St. Louis-Lambert

Table 4-4, Missouri Residents' Beginning Stops Outside of Missouri

A number of respondents using bus service between Missouri cities are residents of other states. Table 4-5, *Beginning and Ending Missouri Bus Stops for Non-Missouri Residents*, illustrates the Missouri locations that out-of-state residents began and ended their bus trips.

<b>State</b>	<b>Beginning MO Stop for Non-Missouri Residents</b>	<b>Ending MO Stop for Non-Missouri Residents</b>
Kansas	Ft. Wood	St. Louis-Lambert
Pennsylvania	Kansas City	Poplar Bluff
Indiana	Kansas City	Springfield
Michigan	Sikeston	Kansas City
Illinois	Springfield	St. Louis
Georgia	Springfield	St. Louis-Lambert

Table 4-5, Beginning and Ending Missouri Bus Stops for Non-Missouri Residents

Table 4-6, *State of Residency for Non-Missouri Residents*, illustrates the stops in Missouri where out of state residents began their bus trips and their state of residency to which they were returning.

<b>Beginning MO Stop for Non-Missouri Residents</b>	<b>State of Residency – Ending Stop for Non-Missouri Residents</b>
Butler	Arizona
Farmington	Arizona
Ft. Leonard Wood	Kentucky
Columbia	Nebraska
Poplar Bluff	New York
Cameron	North Dakota
Kansas City	Tennessee
Kansas City	Vermont

Table 4-6, State of Residency for Non-Missouri Residents

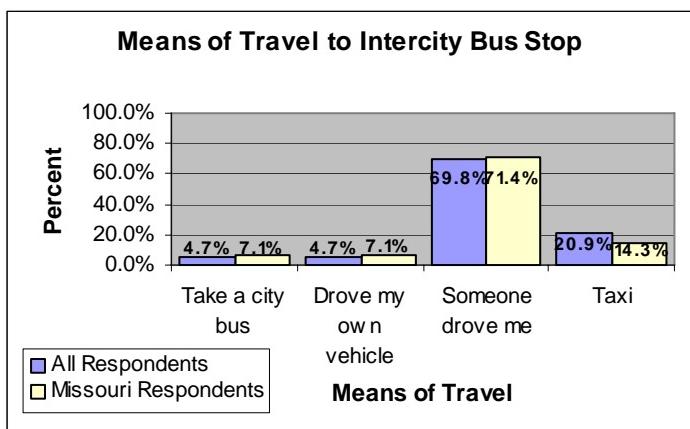


Chart 4-4, Means of Travel to Intercity Bus Stop

Chart 4-4, *Means of Travel to Intercity Bus Stop*, illustrates that an overwhelming number of respondents indicated that someone drives them to the bus station/stop (69.8 percent for all respondents and 71.4 percent for Missouri respondents). Taxis provided the means of getting to the station/stop for 20.9 percent of all respondents and 14.3 percent of Missouri respondents. The remaining respondents (9.4 percent of all respondents and 14.1 percent of Missouri respondents) either took a city bus or drove their own vehicle to get to the station/stop.

Respondents were asked to indicate the cost of their tickets. Chart 4-5, *Costs of Intercity Bus Fares*, illustrates the mean, mode, and median prices for tickets purchased by all respondents (see Figure 4-2, *Mean, Mode and Median Prices*), all Missouri respondents, Missouri respondents either beginning or ending their bus trips at a Missouri station/stop, and Missouri respondents beginning and ending their bus trips at stations/stops in Missouri.

The fares for all respondents, all Missouri respondents, and Missouri respondents either beginning or ending their bus trips at a Missouri station/stop, reflect trips that go beyond Missouri's borders. However, the fares listed for Missouri respondents beginning and ending their trips in Missouri reflect purchases for trips between two or more Missouri stations/stops.

**Mean** – the average value of tickets purchased by riders  
**Mode** – the value of tickets purchased most often by riders  
**Median** – the midpoint value of tickets purchased by riders

Figure 4-2, Mean, Mode and Median Prices

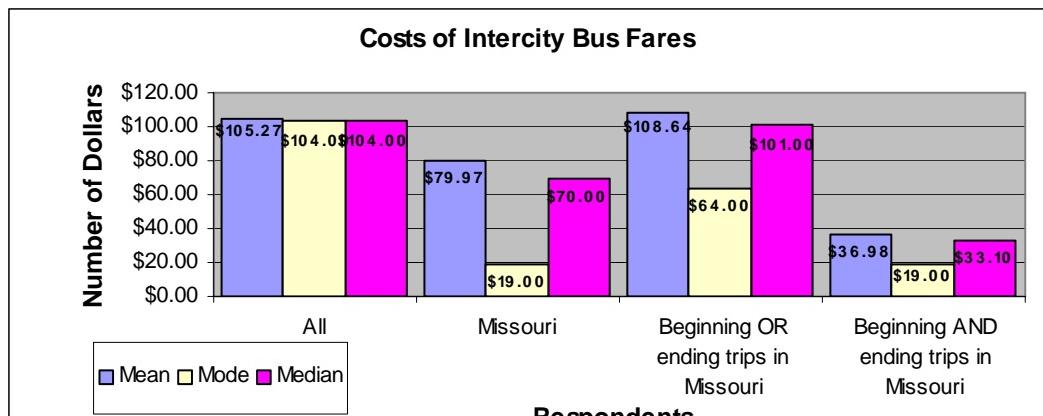


Chart 4-5, Costs of Intercity Bus Fares

Fares are based not only on distance and location, but also on date of purchase. Tickets bought more than seven days in advance of departure date are lower in price than those that are purchased during the week of the departure date. Round trip fares are generally ten percent less than the cost of two one-way fares.

The ranges of fares for respondent groups were:

- \$15 to \$400 for all respondents (two with \$0.00 reported)
- \$19 to \$260 for all Missouri respondents (two with \$0.00 reported)
- \$58 to \$260 for Missouri respondents either beginning or ending their bus trips at a Missouri station/stop
- \$19 to \$99 for Missouri respondents beginning and ending their bus trips at one or more Missouri stations/stops (two with \$0 reported)

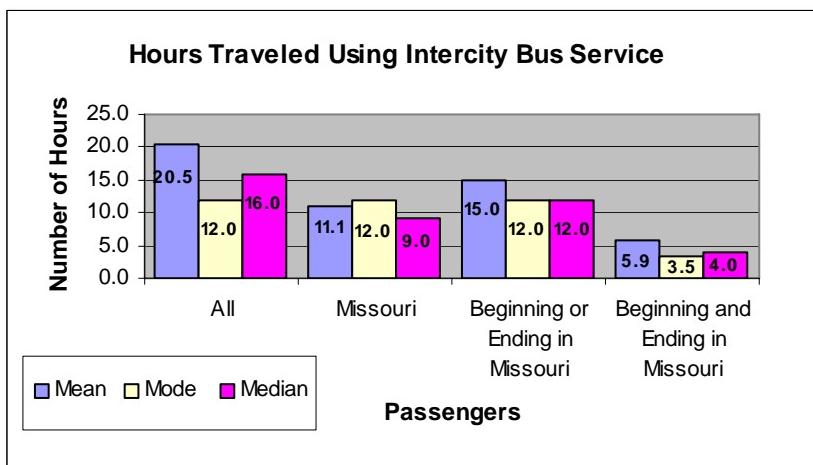


Chart 4-6, Hours Traveled Using Intercity Bus Service

Chart 4-6, *Hours Traveled Using Intercity Bus Service*, illustrates the amounts of time respondents spent in travel using intercity bus service. The time includes layover time at a station while waiting for a transfer to take place. The mean, mode, and median amounts of time spent traveling on intercity bus service is illustrated for each respondent group.

The average time spent in travel for each respondent group were:

- 1 hour, 20 minutes to 72 hours (3 days) for all respondents
- 1 hour, 20 minutes to 45 hours (1 day, 21 hours) for all Missouri respondents (includes Missourians traveling beyond Missouri's borders)
- 5 hours, 30 minutes to 45 hours (1 day, 21 hours) for Missouri respondents either beginning or ending their bus trips at a Missouri station/stop
- 1 hour, 20 minutes to 16 hours, 30 minutes for Missouri respondents beginning and ending their bus trips at one or more Missouri stations/stops

The reasons why people travel were varied between all respondents and Missouri respondents. While 43.8 percent of all respondents were traveling to visit friends and relatives, only 7.7 percent of Missouri respondents were traveling for the same reason. Whereas, 38.5 percent of Missouri respondents were

traveling for family business, only 4.7 percent of all respondents were traveling to take care of similar activity.

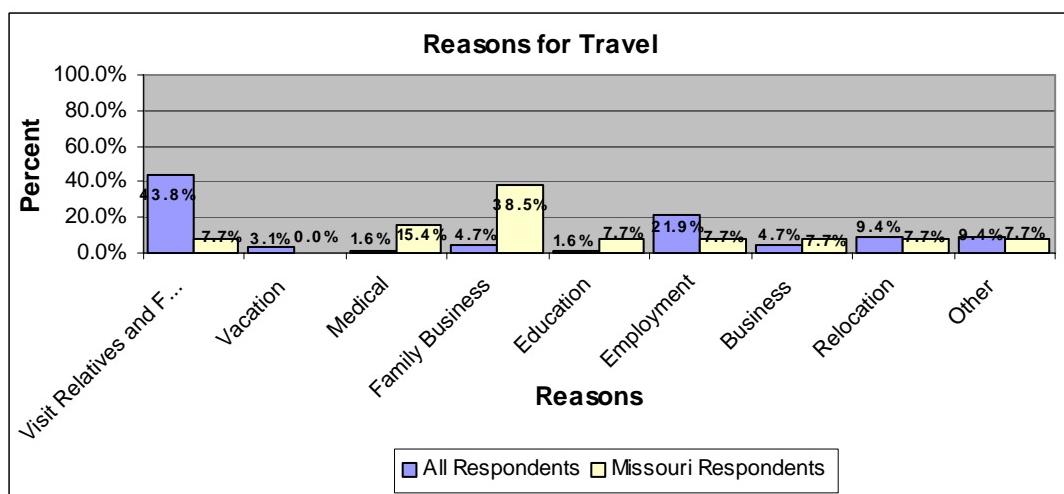


Chart 4-7, Reasons for Travel

Where individuals go to get information on intercity bus service varies and it is influenced by age. Respondents over the age of 46 tended to telephone the company directly to get the information they needed while respondents under the age of 25 tended not to use the telephone. Respondents under the age of 25 tended to use the internet to get the information more so than respondents over the age of 60. And while many respondents over the age of 60 went directly to the station/stop to get their information, fewer of those under

Chart 4-7, *Reasons for Travel*, illustrates the level of responses by all respondents and Missouri respondents who answered this question.

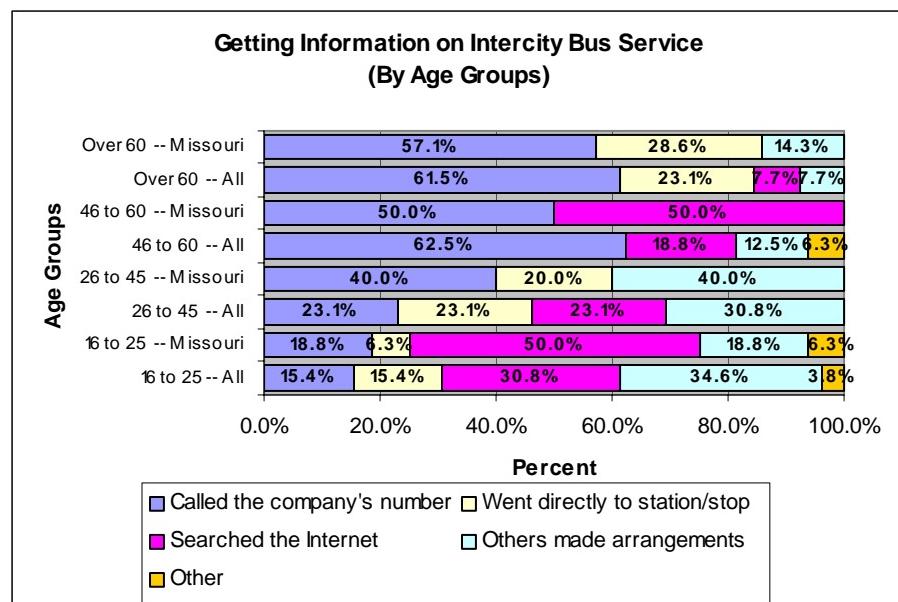


Chart 4-8, Getting Information on Intercity Bus Service (By Age Group)

the age of 25 tended to go directly to the station/stop. Many respondents under the age of 45 had other people make the arrangements for them, while those over age 60 tended to take care of making their own arrangements.

For Missouri respondents, 50.0 percent of those aged 16 to 25 and 50.0 percent of those aged 46 to 60 used the internet to get their information. The number of Missouri respondents using the telephone to get their information increased with age. The number of Missouri respondents that had others make their arrangements was higher (40.0 percent) for those aged 46 to 60 than for those aged 16 to 25 (18.8 percent) and those aged 60 and over (14.3 percent).

Chart 4-8, *Getting Information on Intercity Bus Service – By Age Group*, illustrates the means that various age groups tend to get their information.

Females were more likely to call the company or go directly to the station/stop to get information on intercity bus service than males were. Males were more likely to search the internet for information or to have others make the arrangements for them.

Chart 4-9, *Getting Information about Intercity Bus Service in Missouri – By Gender*, illustrates the rate of different methods each gender grouping uses.

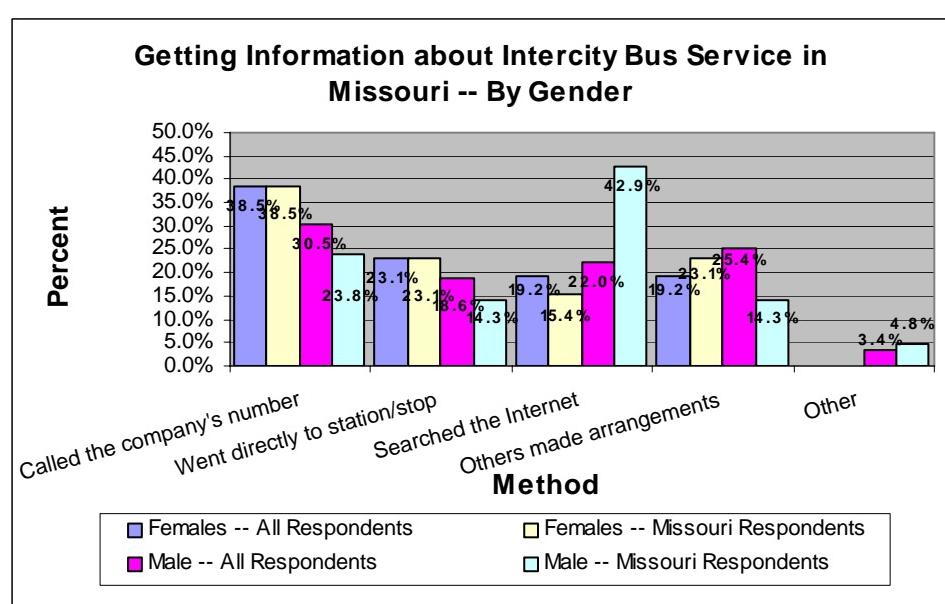


Chart 4-9, Getting Information about Intercity Bus Service (By Gender)

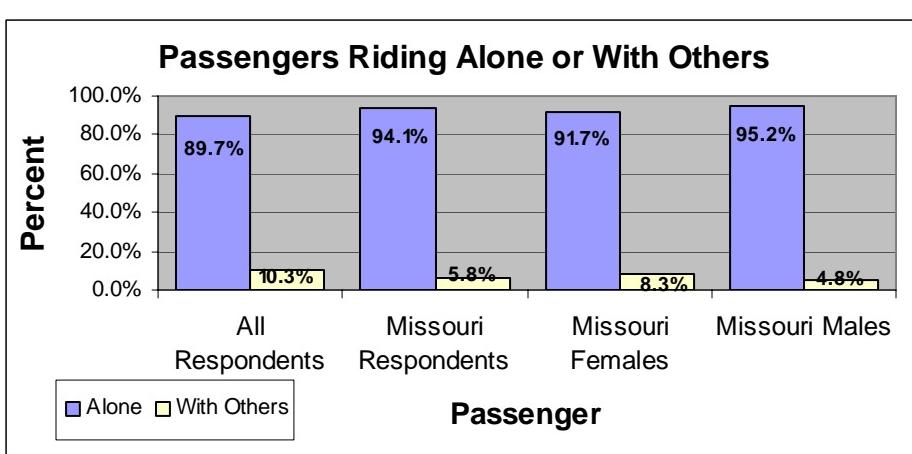


Chart 4-10, Passengers Riding Alone or with Others

Most respondents using intercity bus service tended to ride alone rather than with others. This tendency was consistent for Missouri respondents.

Chart 4-10, *Passengers Riding Alone or With Others*, illustrates the rate of responses for all groups. The information contained in these remaining charts illustrates the results from the demographic information obtained from respondents.

The information illustrated in Chart 4-11, *Age Distribution of Riders*, was based on observations made by the research staff as part of the counting process. Counts were taken at the beginning of the bus trip, at points where the bus stopped, and at the end of the bus trip.

45.2 percent of all riders are shown to be riders under the age of 30. 42.2 percent of all riders were between the ages of 30 and 60, and 12.6 percent of all riders were over the age of 60.

This chart illustrates the age distribution of riders by day of week and by provider. More riders between the ages of 30 and 60 tended to ride earlier in the week while those under the age of 30 tended to ride later in the week. The number of riders over the age of 60 tended to remain constant throughout the week, with Wednesday having the lower number of riders for that age group. Riders on Greyhound Lines and Burlington Trailways tended to be under the age of 30 while Jefferson Lines had more riders between the ages of 30 and 60.

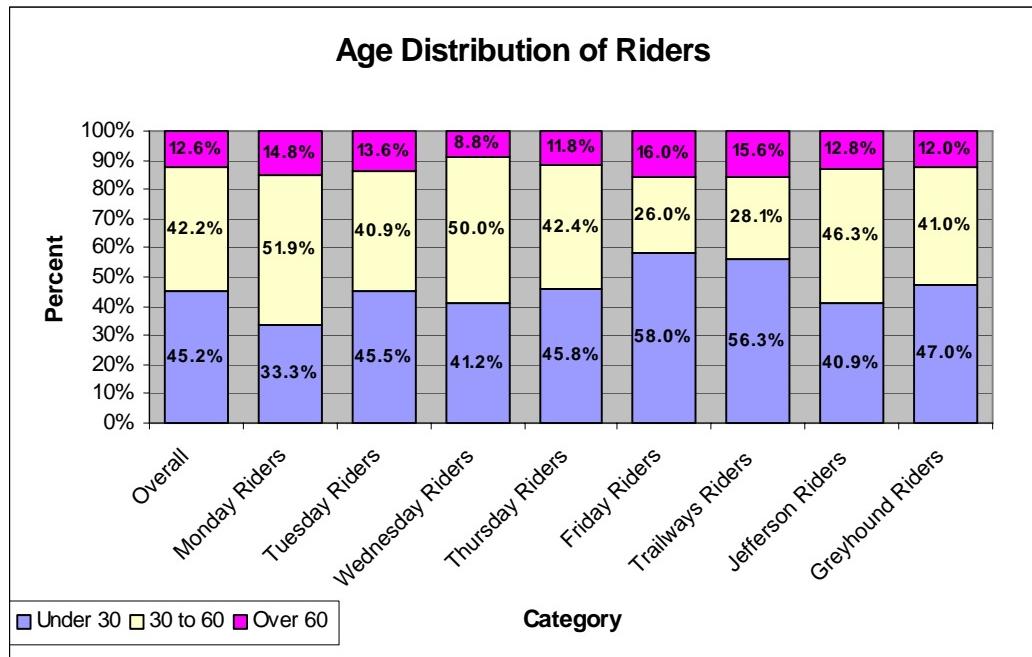


Chart 4-11, Age Distribution of Riders

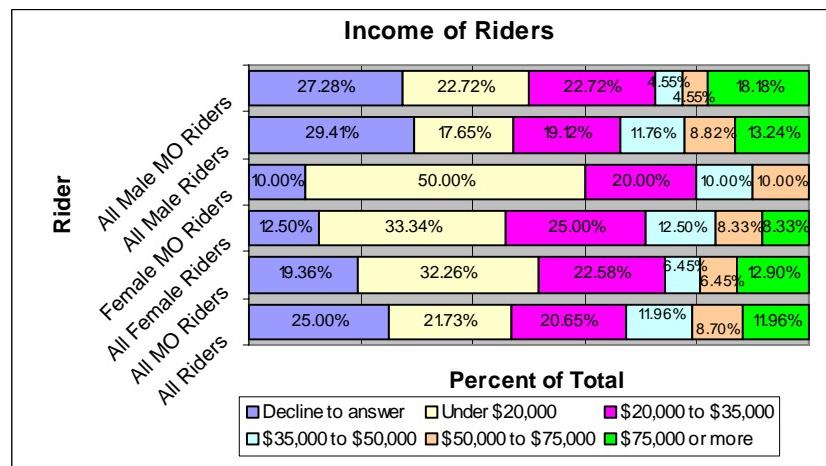


Chart 4-12, Income of Riders

Chart 4-12, *Income of Riders*, illustrates the income levels of riders by six segmented groupings:

- All Missouri male respondents
- All male respondents
- All Missouri female respondents
- All female respondents
- All Missouri respondents
- All respondents

The results from the income question included:

- More male respondents than female respondents declined to answer the income question.

- More respondents selected *Under \$20,000* as their income range in four of the six groupings.
- The second highest number of responses was *\$20,000 to \$35,000* in four of the six groupings.
- Equal numbers of male Missouri respondents selected *Under \$20,000* and *\$20,000 to \$35,000*.
- More male respondents than female respondents selected *\$75,000 or more* as their income range.

In Chart 4-13, *Age of Respondents by Gender*, the age ranges for four segments are illustrated. Results from this question included:

- There were instances where respondents declined to answer this question.
- There were significantly more males between the ages of 16 to 25 years and 26 to 45 years than females for all respondents.
- In the 26 to 45 years and 60 years and older groups, there were more Missouri females than Missouri males. There were no Missouri female respondents in the 46 to 60 years range.
- The gender differences declined within the 46 to 60 years and 60 years and older groups.

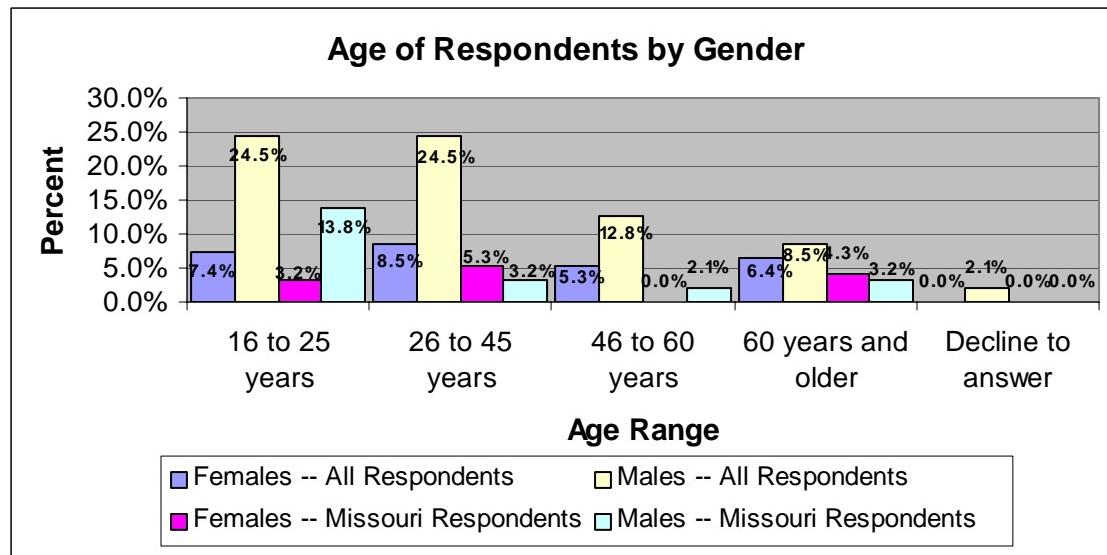


Chart 4-13, Age of Respondents by Gender

In Chart 4-14, *Employment Status by Age for All Respondents*, age groupings by employment status are shown. Results from employment status question included:

- 54.8 percent of respondents age 26 to 45 years and 58.8 percent of respondents aged 46 to 60 years had full-time employment compared to 30.0 percent of those respondents aged 16 to 25 years.
- One hundred percent of those respondents who were over 60 years of age were retired.
- Fifty percent of those who declined to give their age indicated that they were retired.
- Fifty percent of those who declined to give their age also declined to indicate their employment status.
- 36.7 percent of respondents between 16 and 25 years indicated that they were students.

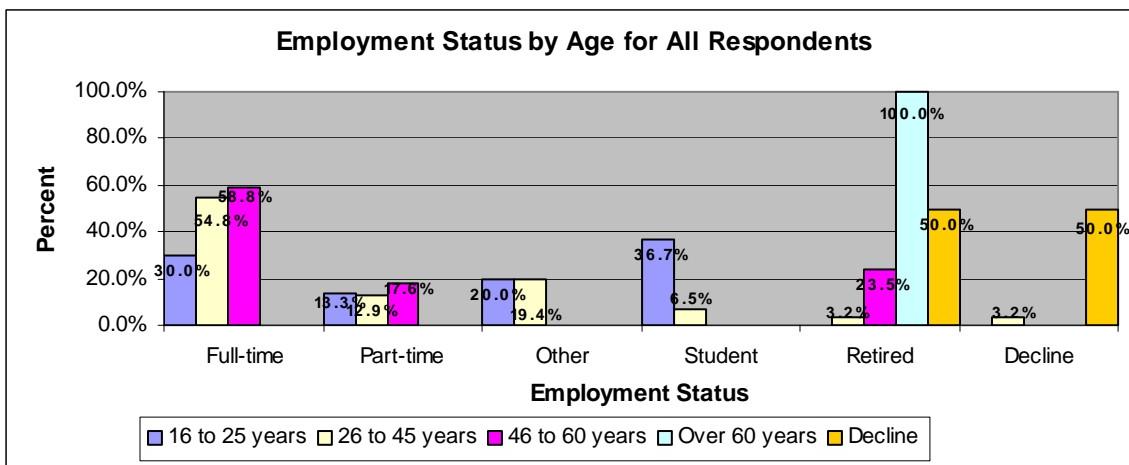


Chart 4-14, Employment Status by Age for All Respondents

In Chart 4-15, *Employment Status by Age for Missouri Respondents*, age groupings by employment status are shown as they were in the previous chart. The results for these groupings included:

- 37.5 percent of Missouri respondents age 26 to 45 years and 50.0 percent of Missouri respondents aged 46 to 60 years had full-time employment compared to 18.8 percent of Missouri respondents aged 16 to 25 years.
- 18.8 percent of Missouri respondents aged 16 to 25 years also indicated they had part-time employment.
- No Missouri respondents aged 46 to 60 years indicated they had part-time employment.
- 56.3 percent of Missouri respondents aged 16 to 25 years and 25.0 percent of those respondents aged 26 to 45 years identified student as their employment status.
- 85.7 percent of Missouri respondents who were over 60 years of age were retired.

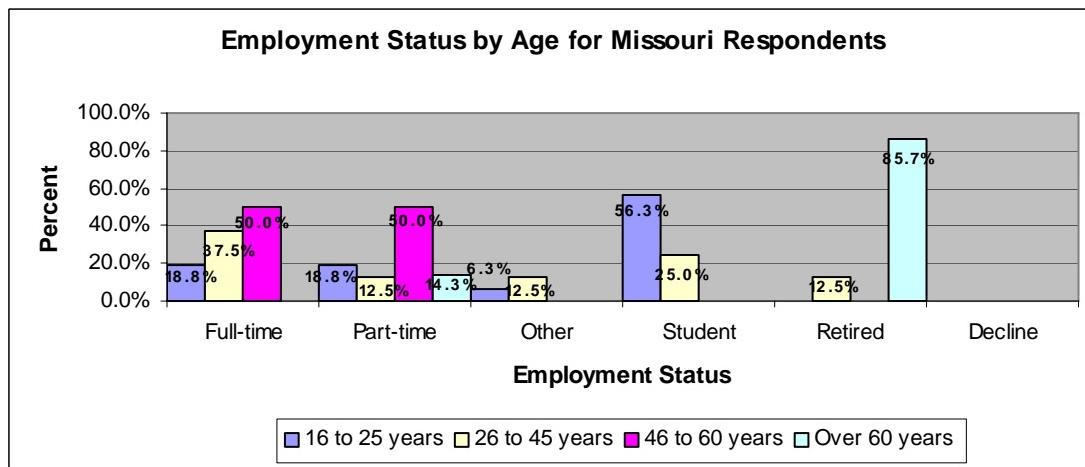


Chart 4-15, Employment Status by Age for Missouri Respondents

## Chapter 5: Results From The Interviews – Perceptions of Bus Service in Missouri

Respondents were asked about perception of their personal safety while at the bus station or stop. The choices available to them were:

- I felt very safe at this bus station/stop.
- I felt somewhat safe at this bus station/stop.
- I did not feel safe at this bus station/stop.

Overall, respondents felt very safe or somewhat safe at 13 of the 20 stops identified in Chart 5-1, *Respondents' Perceptions of Personal Safety*. Many of these locations are in more rural areas (Bethany, Nevada, Jackson). Respondents did not feel safe at locations in more urban settings (St. Louis, St. Louis-Lambert, St. Joseph). The statewide averages on personal safety were: 44.1 percent for *I felt very safe at this bus station/stop*; 43.1 percent for *I felt somewhat safe at this bus station/stop*; and 12.8 percent for *I did not feel safe at this bus station/stop*.

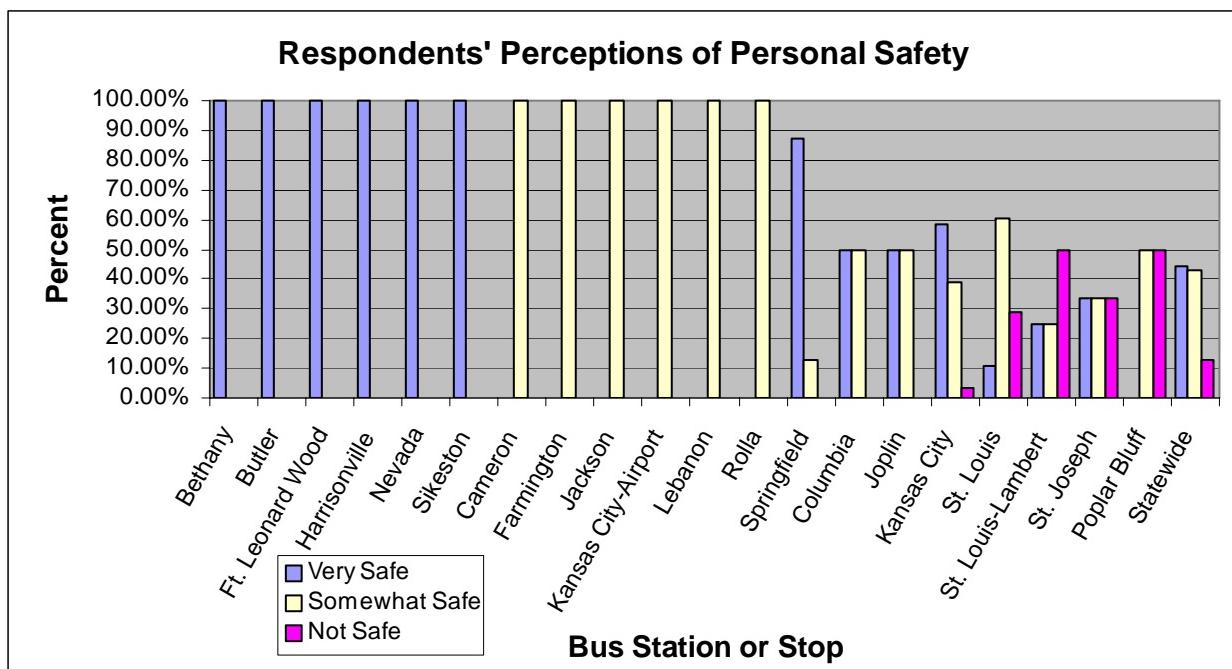


Chart 5-1, Respondents' Perceptions of Personal Safety

## Location Characteristics of Stops and Personal Safety

The next set of information details the interview results on the bus stops located in Missouri. Respondents were asked to comment on how safe they felt at the location and to comment on various safety features. In addition to the survey results are observations made by the research staff about the station. Each station or stop is individually profiled in alphabetical order.

### *Bethany Stop*

Responses: Two respondents started their bus trips from this stop.

	Ratings	
	Out of State Respondent	Missouri Respondent
Personal Safety	Very safe 100%	Very Safe 100%
Station Attributes		
<i>Lighting at Night</i>	Excellent 100%	Excellent 100%
<i>Safety of Location</i>	Excellent 100%	Excellent 100%
<i>Security Systems</i>	Did not notice 50% Did not respond 50%	Did not notice 50% Did not respond 50%
<i>Easy to see and find</i>	Excellent 100%	Excellent 100%

Observation: The Bethany stop is at a convenience store located at an intersection of IS 35 making it easy to locate. It is open at the times the bus stops, and it is well-lit at night. Video surveillance customarily found at convenience stores was in place at the stop.

### *Butler Stop*

Responses: One respondent from another state started their bus trip from this stop.

	Ratings
	Out of State Respondent
Personal Safety	Very safe 100%
Station Attributes	
<i>Lighting at Night</i>	Poor 100%
<i>Safety of Location</i>	Excellent 100%
<i>Security Systems</i>	Did not notice 100%
<i>Easy to see and find</i>	Excellent 100%

Observation: The stop is at an intersection of two major streets, one being Business 54, in Butler, making it easy to see and find. The stop is at a garage service station that is only open during daytime hours. At night, there is no outside lighting at this location. There are no visible security systems in place at this stop.

### Columbia Station

Responses: A total of eight respondents commented on the Columbia station; six of the eight were Missourians. Of the eight respondents, six started from this station and two ended their bus trips at this station. Three of the respondents indicated that they felt very safe at this station while three of the respondents indicated that they only felt somewhat safe at this location. Two of the respondents had not been to this station.

	Ratings	
	All Respondents	Missouri Respondents
Personal Safety	Very safe 37% Somewhat safe 38% Didn't know / no response 25%	Very safe 83% Didn't know / no response 17%
Station Attributes		
<i>Lighting at Night</i>	Good 14% Fair 14% Poor 14% Did not notice 29% No response 29%	Good 20% Poor 20% Did not notice 40% No response 20%
<i>Safety of Location</i>	Good 29% Fair 29% Poor 29% No response 13%	Good 20% Fair 40% Poor 40%
<i>Security Systems</i>	Good 29% Poor 14% Did not notice 57%	Poor 20% Did not notice 60% No response 20%
<i>Easy to see and find</i>	Excellent 14% Good 72% No response 14%	Excellent 20% Good 80%

Observation: This station has poor lighting at night. The location is in a commercial/warehouse district that has little or no activity at night. There are no visible security systems in place, but staff is on hand to issue tickets and to handle baggage. The station is located about ½ mile from an intersection with IS 70 and is about two city blocks from a major street. A neon company logo is posted on the outside of the building.

The Columbia station is a scheduled rest stop for Greyhound. A snack bar with hot and cold products is available, along with a seated area. However, there is one unisex restroom provided. Cabs are on stand-by at the station, and a city transit stop is located about two blocks away.

### *Harrisonville Stop*

Responses: One Missouri respondent ended their trip at this stop.

	Ratings
	Missouri Respondent
Personal Safety	Somewhat safe 100%
Station Attributes	
<i>Lighting at Night</i>	Good 100%
<i>Safety of Location</i>	Did not notice 100%
<i>Security Systems</i>	Did not notice 100%
<i>Easy to see and find</i>	Did not notice 100%

Observation: The stop is at a fireworks store that is only open during the day and early evening hours.

Observation of the stop confirms that the stop is at an intersection of US 71 making it easy to see and find. At night, there is minimal outside lighting at this location, especially after the store has closed. There are no visible security systems in place at this stop.

### *Jackson Stop*

Responses: One Missouri respondent ended their trip at this stop.

	Ratings
	Missouri Respondent
Personal Safety	Somewhat safe 100%
Station Attributes	
<i>Lighting at Night</i>	Did not notice 100%
<i>Safety of Location</i>	Good 100%
<i>Security Systems</i>	Fair 100%
<i>Easy to see and find</i>	Did not notice 100%

Observation: The stop is found along the curb of a street that makes up the city square surrounding the Cape Girardeau courthouse. A small sign attached to a light pole indicates the stop. (No shelter is provided.) County administrative offices and businesses are located in the area and are open on weekdays. At night, streetlights provide the lighting for the location. There were no visible security systems in place. The location is located in a downtown location several blocks from a main artery into Jackson, and is approximately four miles from the intersection with I-55.

### *Joplin station*

Responses: A total of five respondents commented on the Joplin station. Three of these respondents were Missourians. Two respondents started their bus trip at this station, two transferred to other buses at this station, and one ended their trip at this station.

	Ratings	
	All Respondents	Missouri Respondents
Personal Safety	Very safe 40% Somewhat safe 40% Didn't know / no response 20%	Very safe 33% Didn't know / no response 67%
Station Attributes		
<i>Lighting at Night</i>	Good 40% Fair 20% Poor 20% No response 20%	Good 33% Fair 33% Poor 34%
<i>Safety of Location</i>	Excellent 40% Good 20% Did not notice 20% No response 20%	Excellent 67% Did not notice 33%
<i>Security Systems</i>	Good 20% Did not notice 60% No response 20%	Did not notice 100%
<i>Easy to see and find</i>	Excellent 20% Good 20% Did not notice 40% No response 20%	Excellent 33% Did not notice 67%

Observation: The Joplin station is located in the downtown business district of Joplin. The Joplin station is a transfer stop. It is also open 24 hours daily. Both Jefferson Lines and Greyhound Lines use the station. Snack and soda vending machines are available. Restrooms and seating areas are also available. It is approximately six miles from IS 44, but only a few blocks from the main street running through the business district. The street lighting in the area is minimal. However, the station does have a garage/dock that buses pull into. The doors on the garage are closed during the times there are no buses in the garage. Lighting inside the garage is sufficient. There were no visible security systems in place. A person unfamiliar with Joplin may have difficulty finding the station.

## Kansas City station

Responses: A total of 41 respondents commented on the Kansas City station. Of this number, 15 were Missourians. Seven of the respondents began their trip at this station, 23 transferred to other buses at this station, and 7 ended their bus trips at this station.

	Ratings	
	All Respondents	Missouri Respondents
Personal Safety	Very safe 44% Somewhat safe 29% Not safe 3% Didn't know / no response 24%	Very safe 27% Somewhat safe 13% Not safe 7% Didn't know / no response 53%
Station Attributes		
<i>Lighting at Night</i>	Excellent 29% Good 19% Fair 16% Poor 7% Did not notice 16% No response 13%	Excellent 27% Good 19% Fair 9% Poor 9% Did not notice 27% No response 9%
<i>Safety of Location</i>	Excellent 19% Good 29% Fair 13% Poor 7% Did not notice 16% No response 16%	Excellent 10% Good 27% Fair 18% Poor 18% Did not notice 27%
<i>Security Systems</i>	Excellent 3% Good 10% Fair 13% Poor 16% Did not notice 48% No response 10%	Excellent 9% Good 9% Fair 9% Poor 9% Did not notice 64%
<i>Easy to see and find</i>	Excellent 23% Good 29% Fair 6% Poor 6% Did not notice 13% No response 23%	Excellent 36% Good 18% Poor 10% Did not notice 18% No response 18%

Observation: The Kansas City station is located approximately two to three blocks from both IS 70 and IS 35. The location is on the edge of the downtown area. Most businesses in the area are only open during daytime hours. There is sufficient lighting in the dock area and in the front entrance. Street lighting is also provided. There is staff on hand for ticketing and baggage handling. A security guard is also at the location; however, the guard is not always visible in the public areas.

The Kansas City station serves as a transfer stop, and a maintenance facility is located onsite as well. It is only closed from 1:30 a.m. to 4:30 a.m. daily. Both Jefferson Lines and Greyhound Lines use the station.

Snack and soda vending machines are available. Restrooms and seating areas are also available. Cabs are on standby at this station, and it is a stop along a city transit bus route.

#### *Kansas City-Airport stop*

Responses: The non-Missouri respondent ended their bus trip at this stop.

	Ratings
	Out of State Respondent
Personal Safety	Somewhat safe 100%
Station Attributes	
<i>Lighting at Night</i>	Good 100%
<i>Safety of Location</i>	Fair 100%
<i>Security Systems</i>	Did not notice 100%
<i>Easy to see and find</i>	Good 100%

Observation: The Kansas City-Airport stop is an on-call stop. Prior arrangements have to be made for pickup or dropoff at this stop. The stop is located at bus shelter located outside of Terminal C at the airport. There are security systems, including airport police, in place as is customarily found at an international airport. The airport is located near IS 35 and IS 435. However, the airport is nearly 20 miles from the heart of Kansas City. Cabs are on standby and the airport is a stop for the city transit system.

#### *Lebanon Stop*

Responses: There were two respondents that commented on the Lebanon stop. However, only one of the respondents had been to the stop and was ending their bus trip there. The other respondent was a Missourian who started their trip from this stop.

	Ratings	
	Out of State Respondent	Missouri Respondent
Personal Safety	Somewhat safe 50% Didn't know / no response 50%	Somewhat safe 100%
Station Attributes		
<i>Lighting at Night</i>	Did not notice 100%	Did not notice 100%
<i>Safety of Location</i>	Fair 100%	Fair 100%
<i>Security Systems</i>	Poor 100%	Poor 100%
<i>Easy to see and find</i>	Excellent 100%	Excellent 100%

Observation: The Lebanon stop is located a few blocks from an intersection with IS 44. Lighting at night was sufficient; however, it was difficult to determine if the convenience store had a video surveillance system in place.

### *Nevada Stop*

Responses: One Missouri respondent started their trip from the Nevada stop.

	Ratings
	Missouri Respondent
Personal Safety	Very safe 100%
Station Attributes	
<i>Lighting at Night</i>	Poor 100%
<i>Safety of Location</i>	Good 100%
<i>Security Systems</i>	Did not notice 100%
<i>Easy to see and find</i>	No response 100%

Observation: Information about this stop is not available.

### *Poplar Bluff Stop*

Responses: Two of the three respondents commenting on the Poplar Bluff stop were Missouri residents. Two of the respondents started their bus trips from Poplar Bluff and one of the Missouri residents was ending their bus trip there and had not been to this stop before.

	Ratings	
	All Respondents	Missouri Respondents
Personal Safety	Somewhat safe 33% Not safe 33% Didn't know / no response 34%	Somewhat safe 50% Didn't know / no response 50%
Station Attributes		
<i>Lighting at Night</i>	Poor 50% Did not notice 50%	Did not notice 100%
<i>Safety of Location</i>	Excellent 50% Poor 50%	Excellent 100%
<i>Security Systems</i>	No response 100%	No response 100%
<i>Easy to see and find</i>	Excellent 50% Good 50%	Excellent 100%

Observation: At the time of the survey, the stop was located approximately two miles from a business district in Poplar Bluff along Business 67. The facility appeared to be dilapidated and part of it was vacant. There was a restaurant at the site that was open part of the day and had a glass front looking out on the parking lot and roadway. It was difficult to determine if the stop's lighting at night was sufficient; however, the bus stops in Poplar Bluff only in daytime hours. Security systems did not appear to be in place. No sign was posted along the road to indicate the bus stop, but one was on display on a door to the vacated part of the building.

The bus stop in Poplar Bluff has since moved to a new location nearer to the downtown business district. It was moved when the owner of the restaurant moved to the new location. The new location is nearer to the center of the city, and the bus has to travel through the downtown business district to get to US 67.

### *Sikeston Station*

Responses: Two of the three respondents commenting on the Sikeston station were Missouri residents. All three of the respondents started their bus trips from Sikeston.

	Ratings	
	All Respondents	Missouri Respondents
Personal Safety	Very safe 100%	Very safe 100%
Station Attributes		
<i>Lighting at Night</i>	Excellent 33% Good 33% Poor 34%	Excellent 50% Good 50%
<i>Safety of Location</i>	Excellent 33% Good 67%	Excellent 50% Good 50%
<i>Security Systems</i>	Excellent 33% Good 67%	Excellent 50% Good 50%
<i>Easy to see and find</i>	Excellent 33% Good 67%	Excellent 50% Good 50%

Observation: The station is located approximately ½ mile from an intersection with US 60 and Main Street, approximately two to three miles from IS 55. The station is located in the back of a partially vacated shopping center. There is lighting in the parking lot of the shopping center, but the station does not face a major street as does the rest of the shopping center. A metal sign with the Greyhound logo appears on the building.

The Sikeston station is a scheduled rest stop for Greyhound. The station is not open continuously throughout the day, but is open during the times buses are scheduled for arrivals and departures. A snack bar with hot and cold products is available, along with a seating area. Seating is also available outdoors. Tickets may be bought at this station; however, there is no one to assist with the baggage other than the driver.

### *Springfield Station*

Responses: Four of the nine respondents commenting on the Springfield station were Missouri residents. Six of the respondents started their bus trips from Sikeston, and the remaining three were ending their bus trips in Springfield.

	Ratings	
	All Respondents	Missouri Respondents
Personal Safety	Very safe 78% Somewhat safe 11% Don't know / no response 11%	Very safe 50% Somewhat safe 50%
Station Attributes		
<i>Lighting at Night</i>	Excellent 50% Good 38% Did not notice 12%	Excellent 50% Good 25% Did not notice 25%
<i>Safety of Location</i>	Excellent 75% Good 25%	Excellent 75% Good 25%
<i>Security Systems</i>	Excellent 50% Good 50%	Excellent 50% Good 12% Did not notice 38%
<i>Easy to see and find</i>	Excellent 50% Good 38% No response 12%	Excellent 75% Good 25%

Observation: The Springfield station is located on Kearney Street in Springfield. This street is parallel to IS 44, and is a major thoroughfare in Springfield. The immediate area around the station appears to be industrially developed. The station is located approximately ½ mile from an intersection with IS 44 and Glenstone Avenue. The station's facility appears to have been constructed within the last ten years. A large Greyhound logo, lit at night, is displayed on the building. There is sufficient lighting inside the station and in all outdoor areas.

The station is staffed with people to sell tickets and handle baggage. Restrooms and seating areas are provided. Snack vending machines are also available, as are televisions. No visible security systems were observed. A city transit stop is located at the station.

#### *St. Joseph Station*

Responses: All three of the respondents commenting on the St. Joseph station were Missouri residents. The three respondents started their bus trips from St. Joseph.

	Ratings	
	All Respondents	Missouri Respondents
Personal Safety	Very safe 33% Somewhat safe 33% Not safe 34%	Very safe 33% Somewhat safe 33% Not safe 34%

	Ratings	
	All Respondents	Missouri Respondents
Station Attributes		
<i>Lighting at Night</i>	Good 33% Did not notice 33% No response 34%	Good 33% Did not notice 33% No response 34%
<i>Safety of Location</i>	Excellent 33% Good 33% Poor 34%	Excellent 33% Good 33% Poor 34%
<i>Security Systems</i>	Poor 33% Did not notice 67%	Poor 33% Did not notice 67%
<i>Easy to see and find</i>	Excellent 67% Good 33%	Excellent 67% Good 33%

Observation: The St. Joseph station is located in the downtown business district. It appears to be on the edge of a commercially zoned area. Most of the area south of the station appears to be open during daytime hours, while all other areas surrounding the station appear to be open at various times both day and night. It is located approximately  $\frac{1}{2}$  to  $\frac{3}{4}$  mile from IS 229. There is minimal lighting available at night. The station is located in the City of St. Joseph Transit System's main terminal. It is staffed during the daytime hours. At night, the terminal's lobby area remains open, but closes after the last city transit bus has finished its route for the day. There are no other visible security systems in place.

Soft drink vending machines are available in the lobby. Seating is available, and the lobby is heated during the times that it is open (until the last city transit bus leaves the station). Seating is also available outdoors. Tickets may be purchased at the station, but only the driver provides baggage handling.

#### *St. Louis Station*

Responses: Thirty-two respondents commented on the St. Louis station. Of that number, nine were Missourians. One person started their trip from this station, and three ended their bus trips here. Another 29 transferred to other buses at this station.

	Ratings	
	All Respondents	Missouri Respondents
Personal Safety	Very safe 9% Somewhat safe 53% Not safe 25% Didn't know / no response 13%	Very safe 11% Somewhat safe 56% Not safe 33%

	Ratings	
	All Respondents	Missouri Respondents
Station Attributes		
<i>Lighting at Night</i>	Good 18% Fair 7% Poor 25% Did not notice 21% No response 29%	Fair 11% Poor 44% Did not notice 22% No response 23%
<i>Safety of Location</i>	Good 32% Fair 14% Poor 29% Did not notice 4% No response 21%	Good 44% Fair 22% Poor 34%
<i>Security Systems</i>	Good 18% Fair 7% Poor 14% Did not notice 29% No response 32%	Good 11% Fair 22% Poor 22% Did not notice 22% No response 22%
<i>Easy to see and find</i>	Excellent 7% Good 24% Fair 11% Poor 18% Did not notice 11% No response 29%	Good 45% Fair 22% Poor 22% Did not notice 11%

Observation: The St. Louis station is located approximately four to five city blocks from an intersection with IS 70. Access to other interstate highways that converge in St. Louis is easy for buses departing from or arriving at the St. Louis station. The facility was a bank building at one time. A large neon sign with the name *Greyhound* adorns the corner of the building facing the streets' intersection. The station is approximately five or six blocks from the edge of the downtown business district. Most of the buildings in the immediate area of the station appear to be vacated, but a couple of fast food restaurants are located in the same block as the station. Guards are frequently visible both inside and outside of the station, and police cruisers frequently patrol the neighborhood. Street lighting is minimal, and dock lighting is sufficient.

The St. Louis station serves as a transfer stop, and a maintenance facility is located nearby as well. It is open 24 hours daily. Both Burlington Trailways and Greyhound Lines use the station. Snack and soda vending machines are available. A small snack shop serves both hot and cold items. Restrooms and seating areas are also available; although the space provided for each is not capable of handling the volume of riders coming through this station. Cabs are on stand by at this station, and it is a stop along a city transit bus route.

Ground was broken for a new multimodal facility in St. Louis in April 2006. The facility will serve as a central location for St. Louis' city bus and light rail system as well as intercity bus providers.

### *St. Louis-Lambert Stop*

Responses: There were six respondents commenting on the St. Louis-Lambert stop. Two of the six respondents were Missourians. One person started their trip from this station, and the five remaining ended their bus trips here.

	Ratings	
	All Respondents	Missouri Respondents
Personal Safety	Very safe 16% Somewhat safe 17% Not safe 33% Didn't know / no response 34%	Somewhat safe 50% Not safe 50%
Station Attributes		
<i>Lighting at Night</i>	Excellent 16% Good 17% Fair 33% Poor 34%	Did not notice 50% No response 50%
<i>Safety of Location</i>	Excellent 16% Fair 33% Poor 17% Did not notice 34%	Fair 100%
<i>Security Systems</i>	Excellent 20% Poor 20% Did not notice 40% No response 20%	Poor 50% Did not notice 50%
<i>Easy to see and find</i>	Good 17% Poor 50% No response 33%	Good 50% Poor 50%

The stop is located at the airport's bus port. The small building, with restrooms and soft drink vending machines, also serves riders who use the St. Louis Metro bus transit system. The facility is open 24 hours daily. The bus port is situated across the parking lot south of the airport's main terminal, and is along a road that serves as the major route of exit for vehicles leaving the terminal. (The city's light rail system is accessed at a port east of the main terminal.) Currently, construction prevents tunnel access to the terminal and riders have to walk across the parking lot from the terminal in order to reach the bus port. Overhead traffic signs direct you to the bus port. Lighting is sufficient both in and out of the bus port. No security systems are visible.

The St. Louis-Lambert stop serves both Greyhound Lines and Burlington Trailways. Greyhound stops at this location on both its IS 70 and IS 44 routes

## **Other Stops (no responses on station/stop attributes)**

There were interviews where respondents commented on Missouri stops not listed in the previous material. They provided responses on the personal safety question; however, they did not respond on the station/stop attributes. The information they provided on these stops is found below along with the observations that were made.

### *Cameron Stop*

Responses: One respondent, not from Missouri, commented on the Cameron stop. The respondent felt very safe at this stop where he was beginning their bus trip.

Observation: The Cameron stop is located immediately off an intersection with IS 35 and US 36. There is sufficient lighting provided at the stop during the time that the convenience store is open. There were no visible security systems in place.

### *Farmington Stop*

Responses: There was one respondent who began their trip at the Farmington stop. The respondent was from another state, and only felt somewhat safe at this stop.

Observation: The Farmington stop is located at the intersection of Business US 67 and another major street in Farmington. Buses connect to IS 55 by way of continuing on US 67. The stop appears to be in a small retail business district and a restaurant and convenience store is located in the immediate area. Lighting is sufficient. No security systems were visible.

The stop has soft drink vending machines available; however, there is little room inside for waiting passengers. The stop also serves Ozark Shuttle Service.

### *Hannibal Stop*

Responses: Two respondents commented indicated they were ending their bus trip at the Hannibal stop. These respondents, however, could not provide any meaningful information as this was their first time at this stop.

Observation: The Hannibal stop is located immediately off US 61 that runs through Hannibal. It is located in a retail district along this route. There is sufficient lighting available. There are no security systems in place, but the stop is staffed during the times that the bus arrives at or departs from the stop. The stop is located at a local cab company's office. Seating in the cab company's lobby is cramped, and snacks and soft drinks have limited availability.

*Fort Leonard Wood (St. Robert) Station*

Responses: There were two respondents from this station. Both were out of state residents, and both started their bus trips from this station. They also felt very safe at this station.

Observation: This station is located along a major street and about  $\frac{1}{4}$  mile from the entrance into Fort Leonard Wood. It is located in a strip mall, and a sign is located on the front exterior of the building. The parking lot is poorly lit at night. The station is open during the times that the bus is scheduled to arrive and depart. There were not visible security systems in place. The station has restrooms and seating areas available, along with a play area for young children.

*Rolla Stop*

Responses: One respondent, who was ending their trip, commented on the Rolla stop. The respondent only felt somewhat safe at this stop.

Observation: This stop is located in the back parking lot at a McDonald's restaurant that is located along a major street. Passengers are asked to wait for the bus near a small white shed. There is sufficient lighting in the lot, but no visible security systems in place. This stop is not connected to the ticket location, a local travel agency that is a small distance from it.

## Chapter 6: Results From The Interviews – Perceptions of Missouri’s Bus Stops

Respondents were asked to provide comments on the level of satisfaction with Missouri’s intercity bus providers. They were asked to comment on their overall satisfaction with the company, to offer any suggestions for improvement on bus service, and to indicate if the improvements would influence their decision to use intercity bus service again in the future.

Chart 6-1, *Residency of Respondents by Carrier*, illustrates the breakdown of respondents on each carrier. In the charts that follow, information continues to be segmented by Missouri respondents and respondents from other states. For all respondents, the Missouri residency rate was 35.8 percent while the out-of-state residency rate was 64.2 percent.

Chart 6-2, *Satisfaction with Intercity Bus Providers in Missouri*, illustrates the level of satisfaction for respondents. Of all respondents, 46.8 percent were very satisfied with intercity transit providers in Missouri, while 41.8 percent were somewhat satisfied and 11.4 percent were unsatisfied. For Missouri respondents, 33.3 percent were very satisfied, 33.3 percent were somewhat satisfied, and 33.3 percent were unsatisfied. The rate of unsatisfied Missouri respondents was nearly triple the rate among non-Missouri respondents.

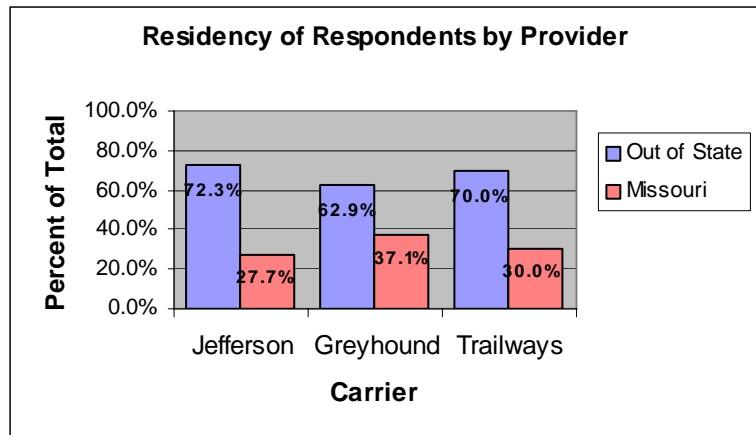


Chart 6-1, Residency of Respondents by Carrier

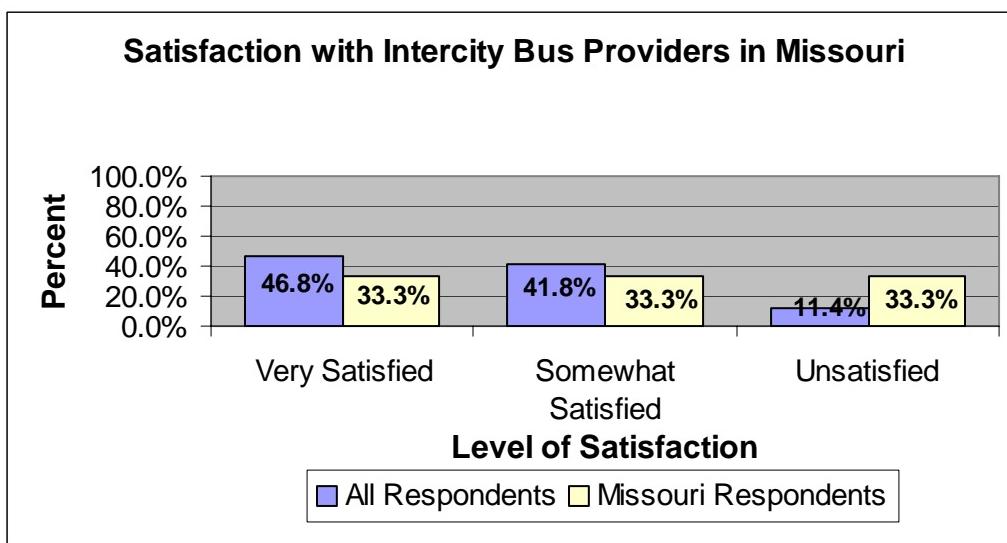


Chart 6-2, Satisfaction with Intercity Bus Providers in Missouri

Chart 6-3, *Overall Satisfaction Level for all Intercity Bus Service in Missouri*, illustrates the level of satisfaction respondents had for intercity bus providers specified in their comments. (The chart to the right contains information on all satisfaction comments, regardless of whether a specific company was identified.)

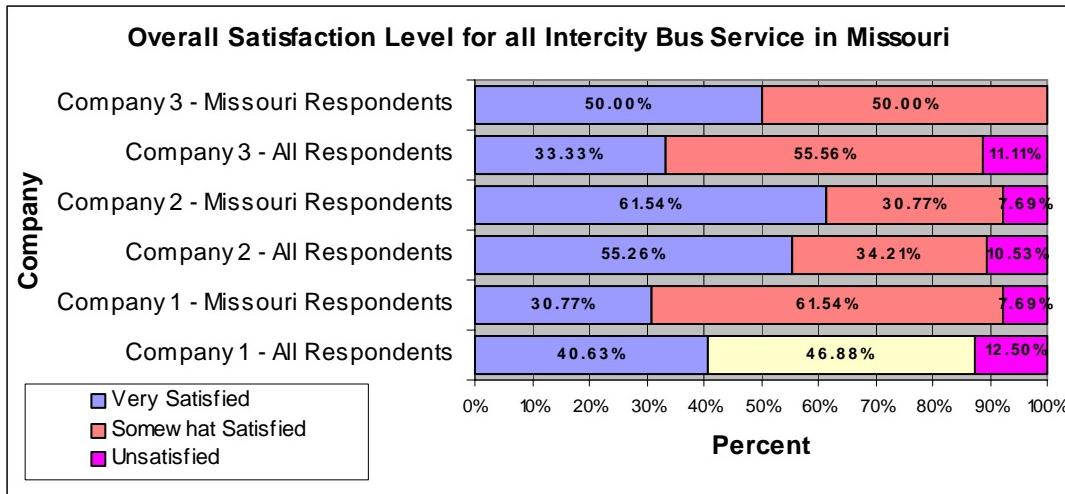


Chart 6-3, Overall Satisfaction Level for all Intercity Bus Service in Missouri

In the remaining charts in this chapter the information contains only the aggregate for all providers.

Chart 6-4, *Improvement Suggestions*, illustrates the rate of responses to statements regarding possible improvements that may increase their level of satisfaction. The suggestions included:

- A bus station/stop that is closer to my home.
- More stops at the station/stop that I use.
- Make it easier to buy a ticket.
- The bus arrives and leaves on time.
- The bus station/stop could be improved by (respondent completed).
- The bus could be improved by (respondent completed).
- Other (respondent completed).

Responses were broken down by respondents' level of satisfaction.

Responses are further broken down by All Respondents and Missouri Respondents.

Very satisfied Missouri respondents had more suggestions, 27.8 percent, for improving buses (wider seats, televisions, etc.) along with other

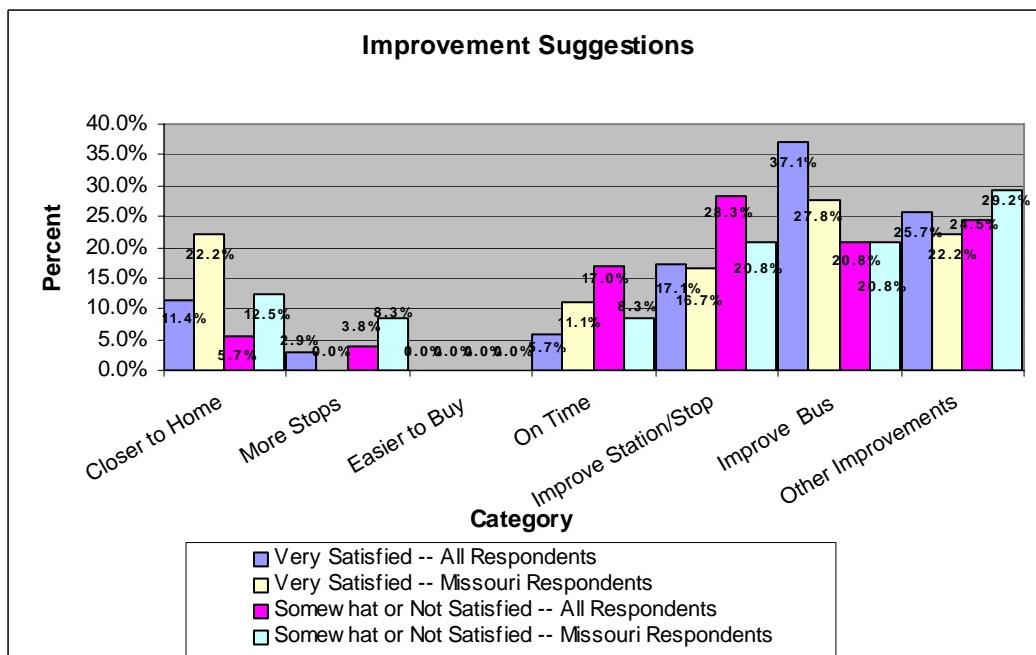


Chart 6-4, Improvement Suggestions

improvements, at 22.2 percent (better customer service, less time in layover, etc.). The other segments were also higher in the categories of improvements in buses and other improvements. Very satisfied Missouri Respondents, at 22.2 percent, suggested bus stations closer to their homes. Somewhat or Not Satisfied Missouri Respondents wanted other improvements at a rate of 29.2 percent, bus improvements at a rate of 20.8 percent, and station/stop improvements at a rate of 20.8 percent.

No respondent felt that ticket purchasing needed to be improved. A small number of respondents in all segments felt that more stops needed to be made at the station/stop that they use.

Respondents were asked to indicate if their decision to use intercity bus service would be affected by improvements made to the system. Chart 6-5, *Impact of Improvements on Future Ridership*, illustrates the results of their responses.

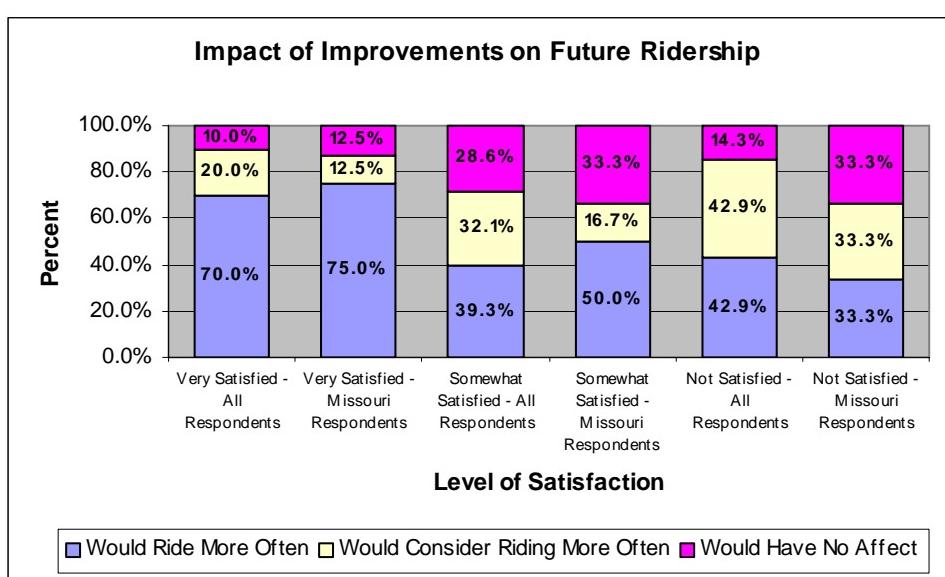


Chart 6-5, Impact of Improvements on Future Ridership

Respondents who were very satisfied with intercity bus service indicated overwhelmingly (70.0 percent for all and 75.0 percent for Missouri respondents) that they would ride the bus more often if the improvements were made. Respondents who were somewhat satisfied were more balanced in their responses. For all somewhat satisfied respondents, 39.3 percent indicated that they would ride more often, 32.1 percent would consider riding more often, and 28.6

percent indicated that improvements would have no effect on their decision. 50.0 percent of Missouri respondents who were somewhat satisfied indicated that they would ride more often while 33.33 percent indicated that improvements would have no effect on their decision. For all respondents who were not satisfied with bus service, 42.9 percent would ride more often while 33 percent of Missouri's unsatisfied respondents would ride more often if improvements were made.

## Chapter 7: Population Groups Utilizing Bus Service in Missouri

During the time that the observations and interviews were conducted, population groups that were relying heavily upon intercity bus service became apparent. Travel by this mode is often the most easily accessible and affordable available to members in these population groups. Nearly every trip had representatives of these groups.

These population groups are identified as:

- Hispanic
- Amish
- Persons recently released from incarceration
- College students
- U. S. military personnel

Members of one of these population groups, the Amish, were greatly impacted by Greyhound Lines' decision to close the route along MO 13. They decided to take action and sought the support of elected officials and MoDOT to examine the loss of intercity bus service along this route. The impact of this action is detailed at the end of this chapter.

The discovery of these patterns generated a need for additional research into these groups to determine their demographic attributes, transportation needs, and levels of service. The following information is useful in that it contributes to decisions regarding bus stop locations.

### *Hispanic Population in Missouri*

The research staff discovered that a large number of Hispanic males rely upon intercity bus service for business travel to reach places of employment and then to return to their families using the same mode of travel. Often these individuals travel in small groups, with at least one member of the group able to speak some English. Hispanic riders frequently experience language barriers in their travels as bus drivers and bus stop employees often do not speak Spanish. (However, many signs in the bus stops are written in both Spanish and English. Hispanic ridership on intercity buses in Missouri is most likely to increase in the next few years.

The Hispanic population in Missouri grew from 61,698 in 1990 to 118,252 in 2000. This was a 92.2 percent increase in that ten-year period. Fifty-six of Missouri's 114 counties experienced Hispanic population increases of over 100 percent. By contrast, Missouri's total population only grew by 9.3 percent in that same period (from 5,100,000 to 5,600,000). Hispanics make up about 2.3 percent of Missouri's population.

Hispanics now make up the largest minority group in the nation. Nearly half of the

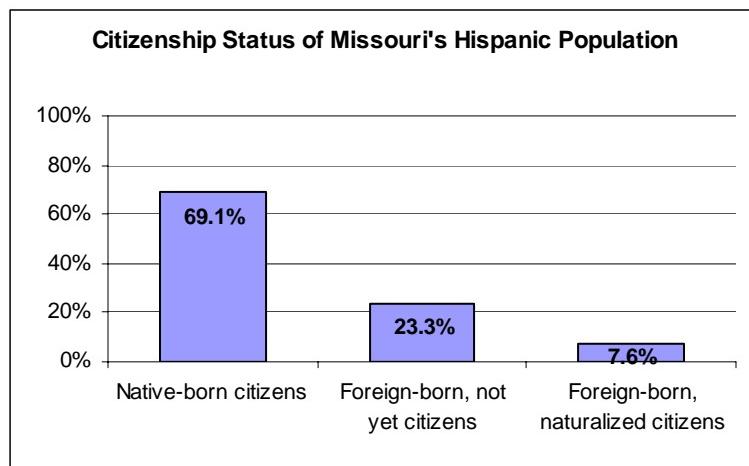


Chart 7-1, Citizenship Status of Missouri's Hispanic Population

Hispanic population in Missouri is under 25 years old, as compared to the total population, half of which is under 37 years old. Chart 7-1, *Citizenship Status of Missouri's Hispanic Population*, illustrates that the majority of Missouri's Hispanic population, 76.7 percent, are United States citizens. The remainder, 23.3 percent, has not achieved United States citizenship.

Hispanics are drawn to Missouri for economic reasons. They also tend to move into communities where other family members have established homes and found employment. While a significant amount of the Hispanic population growth has occurred in Missouri's major metropolitan areas, the greatest percentage increase has occurred in areas of the state outside of the Springfield, Kansas City and St. Louis metropolitan areas. Sullivan, McDonald, and Barry counties experienced growth that exceeded 1,000 percent.

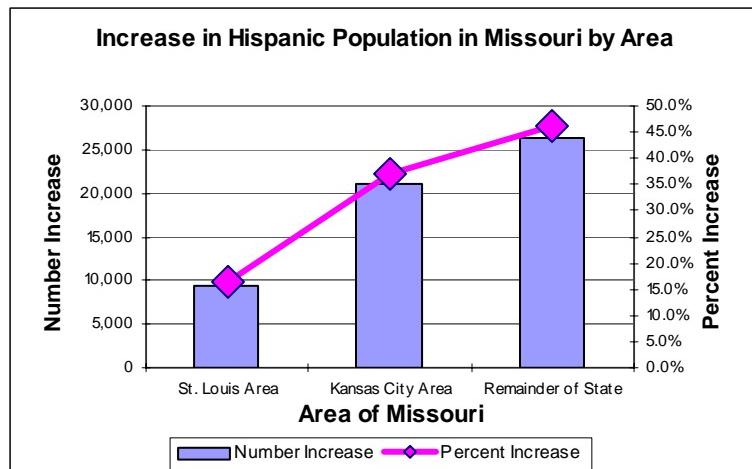


Chart 7-2, Increase in Hispanic Population in Missouri by Area

Hispanic populations reside in all areas of the state, and tend to migrate to areas where employment is available, especially in the agribusiness industry and hospitality industry. Some of these communities include: California, Camdenton, Columbia, Cuba, Jefferson City, Louisiana, Macon, Marshall, Mexico, Milan, Rolla, and Sedalia.

### ***Amish Communities in Missouri***

The number of Amish settlements has been growing in Missouri in recent years. Amish settlements existed in Missouri as early as 1850, but few of these settlements survived. By 1930, there were no established settlements. In 1948, a group of settlers established a settlement at Bowling Green. In the 1950s, the Clark and Jamesport settlements were established. These settlements grew and continue to exist in their respective communities. During the 1970s and 1980s, Missouri had the fastest growing Amish population in the United States. Affordable farmland and proximity to other settlements in Missouri are attracting Amish settlers from long established places in Missouri and other states.

Numbers for all Amish populations are not that easy acquire. Within the Amish community, a range of beliefs is found ranging from those who believe in strict adherence to a lifestyle that has been practiced for centuries to those who have accepted some aspects of a more secular lifestyle while still maintaining some of the traditions. Because of these differences, some Amish sects do not recognize other sects. Population numbers do exist for members of the Old Order Amish, which generally consists of more traditional adherents to the faith, and characterized by horse and buggy travel as the primary means of transportation.

In Missouri, Amish settlers live in the northern and southwestern counties of Missouri. In Table 7-1, *Amish Settlements in Missouri*, communities with Amish settlements are listed as well as the level of population within the settlement's county, and highway routes that are in proximity to the community. (The communities listed in this table were identified in a meeting held with Amish settlers in Osceola.)

<b>County</b>	<b>County Population (2000)</b>	<b>Percent of County's Population</b>	<b>Community</b>	<b>U. S. Highway Routes</b>
Bates	16,653	No 2000 data available	Rich Hill	US 71
Carroll	10,285	0.1 to 2.1 percent	Carrollton	US 65
Cedar	13,733	No 2000 data avaialble	Dunnegan El Dorado Springs	US 54
Clark	7,416	0.1 to 2.1 percent	Kahoka	US 61, US 136
Cooper	16,670	0.1 to 2.1 percent	Prairie Home	IS 70, US 50
Daviess	8,016	2.2 to 8.0 percent	None identified	IS 35
Gentry	6,861	0.1 to 2.1 percent	Stanberry	US 136, US 169
Grundy	10,432	0.1 to 2.1 percent	Spickard Jamesport	US 65 US 65, IS 35
Harrison	8,850	0.1 to 2.1 percent	Bethany	IS 35, US 136
Henry	21,997	0.1 to 2.1 percent	Windsor	US 65
Hickory	8,940	0.1 to 2.1 percent	None identified	US 54
Lawrence	35,204	0.1 to 2.1 percent	None identified	IS 44
Lewis	10,494	0.1 to 2.1 percent	Canton	US 61
Macon	15,762	0.1 to 2.1 percent	Anabel La Plata	US 63, US 36 US 63
Pike	18,351	0.1 to 2.1 percent	Bowling Green	US 61, US 54
Polk	26,992	0.1 to 2.1 percent	Humansville	Only Missouri and county routes
Pulaski	41,165	0.1 to 2.1 percent	Dixon	IS 44, US 63
Putnam	5,223	0.1 to 2.1 percent	None identified	US 136
Randolph	24,663	0.1 to 2.1 percent	Clark	US 63
Schuylerville	4,170	0.1 to 2.1 percent	None identified	US 136
St. Clair	9,652	No 2000 data	Osceola	US 54
Texas	23,003	0.1 to 2.1 percent	Licking	US 63
Vernon	20,454	0.1 to 2.1 percent	Nevada	US 54, US 71
Webster	31,045	0.1 to 2.1 percent	Seymour	US 65, US 60, IS 44
Wright	17,955	0.1 to 2.1 percent	Mountain Grove	US 60, US 63

Table 7-1, Amish Settlements in Missouri

While Amish prefer living in agricultural, rural areas, they believe in maintaining close ties with other Amish settlements for family visits, funerals, medical appointments, etc. As many members of Amish settlements do not own or operate motorized vehicles, it is difficult for them to travel on their own to reach these places. They rely heavily on intercity bus service. If a bus stop is a great distance from the settlement, the members call upon their neighbors, or taxi services, for transportation to those stops. This adds additional costs and time for their transportation. Maintaining intercity bus stops near or in communities with Amish settlements will meet the needs of this population group.

### ***Persons Released From Incarceration from the Missouri Department of Corrections***

In 2005, The Missouri Department of Corrections transported approximately 6,690 offenders who were released from incarceration to bus stops in Missouri, according to a report obtained from the Missouri Department of Corrections. When releasing persons from incarceration, the Department of Corrections generally purchases bus tickets for them. As part of the release process, a corrections officer will transport one or more individuals to the bus station or stop. The incarcerated person remains in the custody of the corrections officer at all times. The guard ensures that the incarcerated person boards the bus and remains on the bus. The corrections officer remains on the premises until the bus pulls out of the stop.

In 2005, the release of 6,690 incarcerated persons generated ticket sales of \$250,738 for the bus companies. The release of incarcerated persons has an impact on the state of Missouri in that time was spent by corrections officers to travel to the station/stop, wait for the bus to arrive (even when it is running late), wait for the incarcerated person to board, wait for the bus to leave the station/stop, and drive back to the correctional facility. For each trip to the bus station/stop, the average amount of time spent by a corrections officer is a little over 2 and ½ hours. The range of time spent by correction officers is from one hour to four hours. (The amount of time can be longer in some instances when a bus is running behind schedule.) The state of Missouri incurs additional costs in productivity losses during the times that a bus is delayed.

In most instances, there is a single corrections officer accompanying one or two incarcerated persons. If there are three or more persons being released at the same station/stop, a second officer will accompany the incarcerated persons. Often two or more corrections facilities release persons from incarceration at the same stop on the same day. This is especially true for the Boonville and Columbia locations as several facilities are located in the Central Missouri region.

To transport recently released incarcerated persons from the Eastern Reception, Diagnostic & Correctional Center in Bonne Terre, Farmington Correctional Center in Farmington, and the Missouri Eastern Correctional Center in Pacific, the Department of Corrections has contracted with Ozark Shuttle Service to pick up the offenders at these facilities and transport them to the Greyhound Bus Station in St. Louis. However, officers are present at the Poplar Bluff stop.

Table 7-2, *Intercity Bus Stops and Nearby Missouri Department of Corrections' Facilities*, provides a listing of the communities that have bus stations/stops that are used by Missouri Department of Corrections to board persons recently released from incarceration.

<b>Stop</b>	<b>Carrier</b>	<b>Correctional Facility</b>	<b>Number Released in 2005</b>
Boonville	▪ Greyhound Lines	▪ Bonville Correctional Center, Bonville ▪ Tipton Correctional Center, Tipton*	1,162
Bowling Green	▪ Burlington Trailways	▪ Northeast Correctional Center, Bowling Green	158

<b>Stop</b>	<b>Carrier</b>	<b>Correctional Facility</b>	<b>Number Released in 2005</b>
Cameron	▪ Jefferson Lines	▪ Chillicothe Correctional Center, Chillicothe* ▪ Crossroads Correctional Center, Cameron ▪ Western Missouri Correctional Center, Cameron*	394
Columbia	▪ Greyhound Lines	▪ Algoa Correctional Center, Jefferson City ▪ Central Missouri Correctional Center, Jefferson City ▪ Cremer Therapeutic Community Center, Fulton ▪ Fulton Reception & Diagnostic Center, Fulton ▪ Jefferson City Correctional Center, Jefferson City ▪ Moberly Correctional Center, Moberly ▪ Tipton Correctional Center, Tipton* ▪ Women's Eastern Reception, Diagnostic & Correctional Center, Vandalia	2,117
Kansas City	▪ Greyhound Lines ▪ Jefferson Lines	▪ Chillicothe Correctional Center, Chillicothe* ▪ Western Missouri Correctional Center, Cameron* ▪ Western Reception, Diagnostic & Correctional Center, St. Joseph*	20
Rolla	▪ Greyhound Lines	▪ South Central Correctional Center, Licking	83
Sikeston	▪ Greyhound Lines	▪ Southeast Correctional Center, Charleston	69
Springfield	▪ Greyhound Lines	▪ Ozark Correctional Center, Fordland	249
St. Joseph	▪ Jefferson Lines	▪ Maryville Treatment Center, Maryville ▪ Western Reception, Diagnostic & Correctional Center, St. Joseph*	1,165
St. Louis	▪ Greyhound Lines ▪ Burlington Trailways ▪ Ozark Shuttle Service	▪ Eastern Reception, Diagnostic & Correctional Center, Bonne Terre ▪ Farmington Correctional Center, Farmington ▪ Missouri Eastern Correctional Center, Pacific ▪ Potosi Correctional Center, Potosi	1,273
* Indicates that officers from this facility transported recently released incarcerated persons to other bus stops in rare instances.			6,690

Table 7-2, Intercity Bus Stops and Nearby Missouri for Non-Missouri Residents

## **College Students**

In Fall 2005, over 219,000 students were enrolled in Missouri's public, private, and community colleges. Students traveled from every county in Missouri to attend one of the nearly 60 higher education institutions in the state. College students rely on bus service on a seasonal basis, usually tied to the college's semester system. Ridership tends to be higher in the spring than in the fall, and buses usually transport larger numbers of students during the semester break that occurs during the holiday season. Bus service companies recognize this market and usually target it for special promotions during these times.

All of the campuses in the University of Missouri system are located in communities that have scheduled bus service. Many other colleges and universities, especially public institutions, are located within 10 miles of communities with bus service. However, about 25 percent of Missouri's colleges and universities are more than 25 miles from bus stations/stops. Students attending schools in these areas such as Central Missouri State University in Warrensburg (with 8,000+ enrollment), Lincoln University in Jefferson City (with 3,000+ enrollment), and East Central College in Union (with 3,300+ enrollment) are at a disadvantage for using intercity bus service as no intercity bus service is provided in these communities.

The charts that follow provide information on some of the colleges and universities in Missouri. It also lists 2004 enrollment information, the nearest bus access location, and the approximate distance from the campus to the bus station/stop.

The charts separate higher degree-granting institutions from certificate and associate degree-granting institutions. The charts are titled:

- Table 7-3, *Colleges and Universities Baccalaureate and Higher Degree-Granting*; and
- Table 7-4, *Colleges and Universities – Certificate and Associate Degree-Granting*.

<b>College or University</b>	<b>Number of Students</b>	<b>Location</b>	<b>Bus Stop</b>	<b>Distance (in miles)</b>
Avila College	1,579	Kansas City	Kansas City	Between 5 and 10
Central Methodist University	2,026	Fayette	Boonville	Between 10 and 15
Central Missouri State University	8,303	Warrensburg	Peculiar Harrisonville	Between 35 and 50
College of the Ozarks	1,348	Point Lookout	Springfield	Between 45 and 50
Columbia College	10,707	Columbia	Columbia	Less than 5
Culver-Stockton College	855	Canton	Canton	Less than 5
Drury University	4,432	Springfield	Springfield	Between 5 and 10
Evangel University	1,887	Springfield	Springfield	Between 5 and 10
Fontbonne University	2,016	St. Louis	St. Louis	Between 5 and 10
Hannibal-LaGrange College	1,067	Hannibal	Hannibal	Less than 5
Harris-Stowe State University	1,605	St. Louis	St. Louis	Between 5 and 10
Lincoln University	3,048	Jefferson City	Columbia	Between 30 and 35
Lindenwood University	5,512	St. Charles	St. Louis-Lambert	Between 5 and 10
Maryville University	2,580	St. Louis	St. Louis	Between 10 and 15
Missouri Baptist College	3,336	St. Louis	St. Louis	Between 5 and 10

<b>College or University</b>	<b>Number of Students</b>	<b>Location</b>	<b>Bus Stop</b>	<b>Distance (in miles)</b>
Missouri Southern State University	5,256	Joplin	Joplin	Less than 5
Missouri State University	16,157	Springfield	Springfield	Less than 10
Missouri Valley College	1,641	Marshall	Boonville	Between 25 and 30
Missouri Western State University	5,065	St. Joseph	St. Joseph	Less than 5
Northwest Missouri State University	5,264	Maryville	Maryville	Less than 5
Park University	12,037	Parkville	Kansas City	Between 5 and 10
Rockhurst University	1,962	Kansas City	Kansas City	Between 5 and 10
Saint Louis University	10,235	St. Louis	St. Louis	Between 5 and 10
Southeast Missouri State University	8,447	Cape Girardeau	Jackson	Between 5 and 10
Southwest Baptist University	2,676	Bolivar	Springfield	Between 25 and 30
Stephens College	633	Columbia	Columbia	Less than 5
Truman State University	5,616	Kirksville	Canton	Between 50 and 60
University of Missouri	20,883	Columbia	Columbia	Less than 5
University of Missouri	4,119	Rolla	Rolla	Less than 5
University of Missouri	9,393	Kansas City	Kansas City	Between 5 and 10
University of Missouri	12,572	St. Louis	St. Louis	Between 5 and 10
Washington University	7,433	St. Louis	St. Louis	Between 5 and 10
Webster University	3,899	St. Louis	St. Louis-Lambert	Between 5 and 10
Westminster College	861	Fulton	Columbia	Between 20 and 25
William Jewell College	1,310	Liberty	Kansas City	Between 10 and 15
William Woods University	1,012	Fulton	Columbia	Between 20 and 25

Table 7-3, Colleges and Universities – (Baccalaureate and Higher Degree-Granting

<b>College or University</b>	<b>Number of Students</b>	<b>Location</b>	<b>Bus Stop</b>	<b>Distance (in miles)</b>
Crowder College	2,595	Neosho	Joplin Anderson	Between 35 and 40
East Central College	3,337	Union	Wentzville	Between 50 and 60
Jefferson College	4,136	Hillsboro	St. Louis	Between 50 and 60
Linn State Technical College	868	Linn	Columbia Rolla	Between 50 and 55
Metropolitan Community College (Blue River)	2,291	Independence	Kansas City	Between 5 and 10
Metropolitan Community College (Business and Technology)	357	Kansas City	Kansas City	Between 5 and 10

<b>College or University</b>	<b>Number of Students</b>	<b>Location</b>	<b>Bus Stop</b>	<b>Distance (in miles)</b>
Metropolitan Community College (Longview)	5,603	Lee's Summit	Kansas City Peculiar	Between 10 and 15
Metropolitan Community College (Maple Woods)	4,462	Kansas City	Kansas City	Between 10 and 15
Metropolitan Community College (Penn Valley)	4,825	Kansas City	Kansas City	Between 5 and 10
Mineral Area College	2,820	Park Hills	Farmington	Between 10 and 15
Missouri State University at West Plains	1,646	West Plains	Poplar Bluff Springfield	Between 80 and 100
Moberly Area Community College	3,695	Moberly	Columbia	Between 25 and 35
North Central Missouri College	1,406	Trenton	Bethany Winston	Between 25 and 30
Ozarks Technical Community College	8,956	Springfield	Springfield	Between 5 and 10
St. Charles Community College	6,772	Cottleville	St. Louis- Lambert Wentzville	Between 10 and 15
St. Louis Community College (Florissant Valley)	6,793	Ferguson	St. Louis St. Louis- Lambert	Between 5 and 10
St. Louis Community College (Forest Park)	7,206	St. Louis	St. Louis	Between 5 and 10
St. Louis Community College (Meramec)	12,139	St. Louis	St. Louis	Between 5 and 10
State Fair Community College	3,062	Sedalia	Boonville	Between 25 and 50
Three Rivers Community College	3,273	Poplar Bluff	Poplar Bluff	Less than 5

Table 7-4, Colleges and Universities – Certificate and Associate Degree-Granting

### ***U.S. Military Personnel***

Missouri is home to two large military installations. In addition, two other U.S. military installations are located in close proximity to Missouri's border with both Kansas and Illinois.

At Fort Leonard Wood, a US Army base, a significant number of men and women are trained. Often this base is the first base that a newly enlisted soldier is sent. Following training, soldiers graduate from their programs and are ready to be deployed to other bases in the United States. Most of the newly enlisted do not have access to an automobile while on the base. When leaving from the base to visit their homes or to reach the base for their new assignment, they frequently utilize intercity bus service. The soldiers may ride the bus until they reach their destination elsewhere in the country. Others take the bus to the stop at St. Louis – Lambert Field where they then board a plane and continue their trip using that mode of travel.

Soldiers leaving from Fort Leonard Wood are advised to purchase their bus tickets in advance. For those who are traveling to St. Louis – Lambert Field, extra time is encouraged. In doing so, if the bus is delayed for some reason, they will still have time to depart on time with their scheduled flight. However, even though a soldier from Fort Leonard Wood has purchased a ticket, it is possible that he or she may not get to board the bus if there have been riders picked up at the previous destinations along the route and the bus has filled to capacity. In these events, they have to make other arrangements that create hardships for those who already have a scheduled flight.

Table 7-5, *U. S. Military Installations in Missouri*, provides information on the military installations that have personnel that are either currently using or could use intercity bus stops in Missouri, the 2004 military population of the base, the community it is nearest to, the bus stop that it is nearest to, and the approximate distance from the base to the nearest bus stop. Of the five military installations located within or near Missouri's borders, Whiteman Air Force Base in Knob Noster is the only one that is located more than 50 miles from a bus stop. However, Amtrak rail passenger service is available in the nearby community of Warrensburg.

<b>Military Installation</b>	<b>Number of Personnel</b>	<b>Location</b>	<b>Bus Stop</b>	<b>Distance (in miles)</b>
Fort Leonard Wood – US Army	11,566	Ft. Leonard Wood	Ft. Leonard Wood	Less than 5
Marine Corps Support Activity	438	Kansas City	Kansas City	Between 5 and 10
Scott Air Force Base	6,024	Belleville, IL	St. Louis	Between 10 and 25
Fort Leavenworth – US Army	5,476	Leavenworth, KS	Kansas City St. Joseph	Between 25 and 30
Whiteman Air Force Base	2,789	Knob Noster	Peculiar Harrisonville Boonville	More than 50

Table 7-5, U. S. Military Installations in Missouri

## A Community and Its Loss of Service

Intercity bus service is a vital link between rural communities in Missouri and Missouri's urban, metropolitan centers. There is a negative impact when these communities no longer have a bus stop. These communities usually do not have airports with passenger service, and while rail lines may still be in place, the train generally rolls on through the town. Intercity bus stop is generally the only remaining mode of travel for these residents. One such community that experienced this impact was Osceola, Missouri.



Figure 7-1, Welcome Sign for Osceola, Missouri

Osceola, Missouri, is a small community located in west central area Missouri at a point about 100 miles southeast of Kansas City and 80 miles northwest of Springfield. The major route into Osceola is MO 13. Osceola is situated on the banks of the Osage River, near the Harry S Truman Reservoir (Truman Lake). It is the home of the Osceola Cheese Company, a long-time favorite for tourists.

Osceola is the seat of government for St. Clair County. The 2000 Census compiled the following information on the population of Osceola:

- 835 persons, 373 households, and 207 families (The population for St. Clair County was 9,652 persons).
- The median age in Osceola was 38 years.
- The median household income was \$21,563.
- 19.1 percent of the population in Osceola lived below the poverty line.

Several years ago, a group of Amish families decided to set up a small settlement in the Osceola area. The area around Osceola is primarily rural and is unlikely to become urbanized in the future. The Amish also found the present community was receptive to having them as new neighbors. These were strong factors in their consideration to move to a new area that was going to place them at a distance from the friends and family they were leaving behind. Traveling for this particular sect of the Amish community is difficult as their primary mode of travel is horse and buggy. To visit family and friends in other communities, and for family and friends to visit them in return, other modes of travel are required, notably intercity bus service. At that time, Osceola was a stop for Greyhound Lines. For many years, intercity bus service had been in place on a route running through Osceola. Bus service, the rural nature and community acceptance influenced Amish settlers to move into the area, ready to start a new life in a new community.



Figure 7-2, Amish Drivers' Road Sign

In time, the Amish integrated themselves into the Osceola community as well as neighboring communities in St. Clair County and some of its adjoining counties. As many of the residents became acquainted with their new neighbors, community acceptance grew. In smaller communities, it's common practice to help out another neighbor who is in need. Parking spaces that used to have curbs and striping are now joined by hitching posts at many of the local places of business to accommodate the Amish's horses and buggies.

In the spring of 2005, Greyhound Lines announced that it was closing a number of

routes and reducing the number of stops along some routes. One of the affected routes was along MO 13. The community of Osceola was no longer going to have bus service. One resident stated that in all of her 70+ years, she could never remember a time when a bus did not go through the area. While she admitted that she had not ridden a bus in many years, it was comforting to know that it was available to her, and more importantly, provided an important service to the larger community.

For the Amish living in the community, losing the bus service meant that travel between their settlement and other Amish settlements was now going to be much more difficult. It was important to their settlement to visit other settlements in Missouri and other areas of the United States for weddings, funerals, doctor appointments, etc. Part of the decision to move into the area was based on an assumption that since bus service had long been available in the area, it would always be available. A lot of travelers came through the area as it was between Springfield and Kansas City, two of Missouri's metropolitan areas. It was near Truman Lake. Buses carrying tour groups from Branson were frequent visitors of the Osceola Cheese Company. People seemed to always be waiting to ride the bus or meet someone who would be getting off the bus. And the bus always looked full when it came through town. In their opinion, it seemed that bus service on this route could be sustainable.

Concerned residents felt that they needed to do something to prevent the closing. They gathered signatures for a petition to send to Greyhound Lines. They collected nearly 550 signatures in this effort. The petition was sent to Greyhound officials in Dallas, but the decision was not rescinded. In April 2005, Greyhound Lines made its last stop in Osceola.

Residents would now have to travel to Kansas City or Springfield to catch the nearest available Greyhound Lines bus. Those who had to arrange for transportation to Kansas City or Springfield encountered hardships. Catching the bus at the local stop was not a problem as one could easily find someone willing to drive you into town to catch the bus, or you could walk to the stop from your home in the city of Osceola. But to get to Kansas City or Springfield required traveling between 80 and 100 miles to reach the nearest Greyhound station. Now the person who had willingly took you to the stop in Osceola would hesitate to commit to a trip that was between 160 and 200 miles round trip (double that if they were to come and bring back on one's return). One rider calculated that a trip to Nashville, Tennessee, had cost around \$118 in March 2005. Most of this cost was the actual ticket price. By December 2005, that same trip had escalated to \$356. The bulk of the cost was now for getting to and from the stops located further away.

Frustrated with Greyhound Line's decision to close the route, and with the associated costs for making new arrangements, the residents turned to their elected officials for help. The residents contacted their state senator to voice their concerns. Petitions were circulated and sent to Greyhound Lines. A long-established way of life was threatened and citizens were at a loss on how to keep it from ending.

While all seemed lost, work was progressing on reopening the route, but operating it under a different company. Jefferson Lines studied the route's potential and determined that it possibly could take over the route in its system. However, it did not have the equipment or the funding to do so. In January 2006,



Figure 7-3, Median Crossing in Osceola, Missouri

funding for a bus was secured, with MoDOT's assistance, and Jefferson Lines announced it would reopen the route sometime in May 2006. Word immediately spread through the community of Osceola and many of Osceola's small businesses inquired into serving as a stop on the route. Citizens would now be able to ride the bus to either Kansas City or Springfield and then on to points beyond. An advantage of the new service over the previous service is that it will run in daylight hours. For the Amish in the community who travel primarily by horse and buggy, this was a tremendous advantage as night travel is more hazardous to them and the motorized drivers who share the roads with them.

Reinstating bus service through Osceola and other stops along Missouri 13 should improve the quality of life for persons living in the area. Residents using the service will benefit from reduced travel costs and travel times, along with a link to the larger, urban areas of the state. And for the Amish settlers, maintaining their ties with other communities, vital to their identity, will remain intact.

## **Chapter 8: Conclusions and Recommendations**

### ***Conclusions***

*Access and Security:* Missouri citizens that travel between Missouri's major cities on intercity bus benefit greatly from this service. In the major cities, the bus stops are located along local transit routes. Citizens in rural, or less populous, areas, often find it difficult to locate a bus stop or to find local transportation. Often they cannot purchase a ticket at these stops.

Bus stops in Missouri's major cities also offer waiting areas and are open for business nearly round the clock. Citizens boarding or getting off at rural stops usually do not have this convenience. Bus company agents, who also operate one or two primary businesses at the stop (such as a convenience store or a restaurant), operate many of these stops in rural areas. There is often little or no waiting space, insufficient lighting and no security in place.

*National Significance:* Another key finding is that most riders on buses operating in Missouri are interstate travelers. The stops in Missouri's major cities usually accommodate out of state travelers who are waiting to transfer to another bus line, route or mode of travel. The majority of Missouri riders are traveling from or into Missouri's major cities, primarily, St. Louis, Kansas City, and Springfield.

*Distinct Groups of Riders:* Certain population groups rely more heavily upon intercity bus travel than others. Among the population groups identified in the study are: people living in Amish settlements, people of Hispanic origin, college students, military personnel, and persons recently released from incarceration. The companies providing intercity bus service in Missouri recognize these groups as target markets and have located stops in areas near to their centers of population.

*Rider Satisfaction:* Riders are generally satisfied with the level of bus service available in Missouri. They were some concerns expressed about personal safety and bus stop accommodations, among others. These concerns varied among the respondents.

Decisions made by Greyhound Lines to close routes and stops on its system led to the discontinuation of service at several stops in Missouri. Initially, this action seemed to negatively impact Missouri's economy. Upon research, MoDOT found that Greyhound's decisions were based on business needs; namely, the stops were not generating levels of revenue necessary to sustain the stops. The competitive nature of intercity bus service in Missouri also allows other companies the opportunity to move into routes or stops no longer maintained by Greyhound, as in the MO 13 route. With this in mind, the decline in intercity bus stops in Missouri may have stabilized and may be reversed in the near future. However, it is unlikely that the number will ever reach the peak found decades ago.

## ***Recommendations***

The recommendations found in this report are designed as strategies that MoDOT can use to provide greater customer service and access. The recommendations can also ensure that the number of intercity bus stops in Missouri remain intact or increase. Their implementation would also advance MoDOT's mission of providing a world-class transportation experience that delights our customers and promotes a prosperous Missouri. They could also influence these Tangible Results: Partner With Others To Deliver Transportation Services, Efficient Movement of Goods and Advocate For Transportation Issues.

These recommendations include:

- Develop an intercity bus service website within MoDOT's website
- Develop outreach activities that target market segments using intercity bus service
- Place signs along routes that carry intercity service to direct citizens to an intercity bus stop
- Partner with local communities to use their facilities as stations/stops for intercity bus providers or establish stations/stops near local transit stops
- Continue to develop and maintain feeder services that connect people in rural areas that are not as well served
- Work with other units in MoDOT, local transportation agencies and community leaders to ensure that adequate lighting is available at bus stations/stops
- Assess the needs of communities and population groups (Hispanic, Amish, etc.) that are not currently being served by an intercity bus provider

Information for each of the recommendations is further detailed with rationales and examples. Information included in the rationale is based on the interviews and research conducted in the project and offers descriptions of how the recommendation could be implemented. Examples are items or programs that are currently used by others and could be considered best practices.

### ***Develop an intercity bus service website within MoDOTs website***

*Rationale:* Many riders are using the Internet to get information about intercity transit. Having more information in a central location would inform both current and potential riders of options available to them. In addition, it would enhance MoDOTs mission of being a total transportation agency. The web page could include information such as locations for intercity bus stations/stops and associated information (hours of operation, schedule, telephone numbers, etc.), links to intercity providers. Information on available feeder services could also be included on the site. The website could be expanded to include other modes of transportation as well.

*Examples:*

Nebraska DOT's website (<http://www.dor.state.ne.us/intermodal/transit-dir/transitdir-intercitybus.pdf>) (Figure 8-1, *Nebraska Transit Directory*), Iowa DOT's website (<http://www.iatransit.com/services>) (Figure 8-2, *Iowa Intercity Bus Routes*), and MoDOT Railroad's homepage (<http://www.modot.org/othertransportation/rail/passenger.htm>) (Figure 8-3, *MoDOT Amtrak Schedule*).

Nebraska Transit Directory

Map

Intercity Bus Transportation

- Black Hills Stage Lines, Inc.
- Blue Rivers Transportation System Intercity
- Blue Rivers Transportation System Intercity
- Dashabout Shuttle
- Denver Coach, Inc.
- Eppley Express
- Greyhound Lines, Inc.
- K & S Express

**Intercity Bus Transportation – Black Hills Stage Lines, Inc.**

**Contact:** Black Hills Stage Lines, Inc.  
720 East Norfolk Avenue  
Norfolk, NE 68701

**Telephone:** (402) 371-3850  
In-State Toll Free 1-800-672-8302

**Description of System:** Norfolk to Omaha via Columbus and Fremont

**Days and Hours of Operation:**  
Norfolk to Omaha, Monday through Friday

City	Depart	Arrive
Norfolk	8:30 a.m.	4:00 p.m.
Columbus	9:30 a.m.	2:50 p.m.
Schuyler	9:55 a.m.	2:25 p.m.
Fremont	10:35 a.m.	1:55 p.m.

(Need reservation for Fremont)

Arrive in Omaha at 11:30 a.m. and depart 1:15 p.m.

**Rate Schedule:**  
Contact Black Hills Stage Lines, Inc.

Figure 8-1, Nebraska Transit Directory

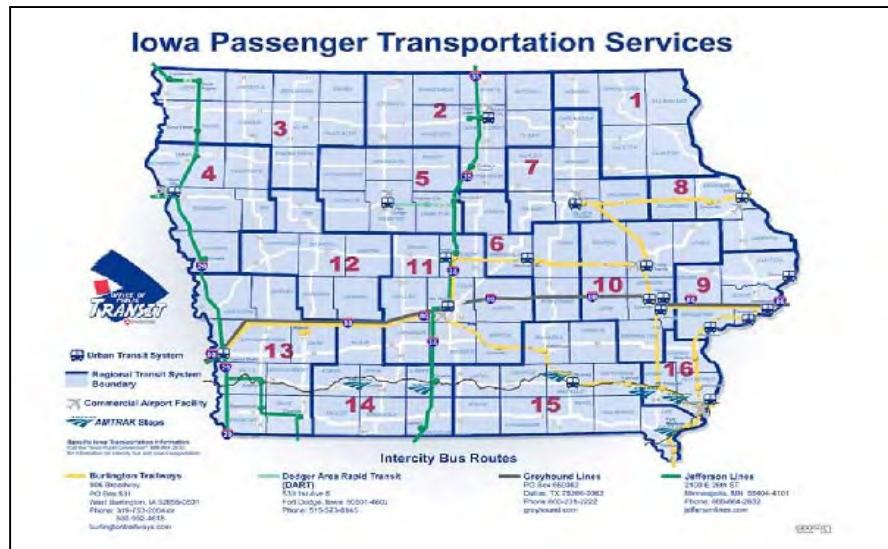


Figure 8-2, Iowa Intercity Bus Routes

**Missouri Amtrak Schedule**

St. Louis	Kansas City	La Plata	Poplar Bluff
To Chicago 4:35AM	To LaPlata & on to Chicago 7:45AM	To Chicago 9:57AM	To San Antonio 1:02AM
To Kansas City 7:30AM	To St. Louis & on to Chicago 7:30AM	To Kansas City & on to Los Angeles 8:06PM	To St. Louis 3:09AM
To Chicago 8:30AM	To St. Louis 4:30PM		
To Chicago 3:10PM	To Los Angeles 10:55PM		
To Kansas City 2:30PM			
To Poplar Bluff & on to San Antonio 9:05PM			
<b>To Carbondale, IL 11:00PM</b> *This is bus service from St. Louis to Carbondale IL, to connect to train service at Carbondale to either New Orleans or Chicago.			

Visit [Amtrak](http://Amtrak) on the web for further information including intermediate stops on the above trains.

Figure 8-3, MoDOT Amtrak Schedule

### ***Develop outreach activities that target market segments using intercity bus service***

**Rationale:** An outreach campaign, in partnership with transit providers, would increase awareness among potential riders, especially in areas where there is a concentration of these various market segments.

**Example:** MoDOTs Rail Division's college student campaign (Figure 8-4, *Excerpt from MoDOT Letter to Colleges and Universities*)

*Enclosed are copies of an "Amtrak Flyer" we request to be displayed for customer distribution.*

*Amtrak provides two-round trip daily trains between St. Louis and Kansas City with stops in Kirkwood, Washington, Hermann, Jefferson City, Sedalia, Warrensburg, Lee's Summit, and Independence.*

*Riding the train is economical....For tickets or information on discounts and special fares visit [www.amtrak.com](http://www.amtrak.com) or call 1-800-USA-RAIL (872-7245).*

Figure 8-4, Excerpt from MoDOT Letter to Colleges and Universities

### ***Place signs along routes that carry intercity bus service to direct citizens to the nearest intercity bus stop***

**Rationale:** Many citizens are unaware that there is an intercity bus station or stop in their community. Also, many riders who travel some distance to get to a station/stop are sometimes unfamiliar with the cities they are traveling into or the location of the station/stop. The sign could be simple in design with either an arrow pointing in the direction of the station/stop or a statement such as "Next exit".

**Examples:** Airport signs (image of an airplane) or passenger rail signs (image of a station) (Figure 8-5, *Road signs for other modes of travel*)



Figure 8-5, Road Signs for Other Modes of Travel

### ***Partner with local communities to use their transit or service facilities as stations/stops for intercity bus providers or establish stations/stops near local transit stops.***

**Rationale:** Citizens in these communities would more likely be familiar with these potential locations, especially if they are currently using city transit services. Persons relying on local transit would be able to make a connection at these locations without having to find alternate transportation.

*Example:* St. Joseph's City Transit Center and the new intermodal facility being constructed in St. Louis and

***Assess the needs of communities that are not currently being served by an intercity bus provider***

*Rationale:* Many communities along these routes have sizable numbers of people who fall into MoDOT's identified market segments using intercity bus service. For example, Jefferson City has a large number of recently released incarcerated persons and students attending Lincoln University. California has a growing Hispanic presence. This could be done for communities along routes currently in place or other routes, notably US 63, US 65, US 60, US 54, and US 50. (Appendix C: *Communities with No Bus Stops or Stations Along Missouri's U. S. Highway System* contains demographic information on these communities.)

MoDOT could conduct further research to assess the needs of previously identified population groups living in these unserved communities. Increased partnerships with intercity bus providers and local communities could increase service in these areas.

*Example:* New Jefferson Lines' route along MO 13 in western Missouri from Branson to Kansas City

***Continue to develop and maintain feeder services to connect people in rural areas that are not as well served***

*Rationale:* Major bus company lines are unlikely to develop markets in extremely rural areas, especially those areas that are not on interstate or US highway routes. A feeder service would also boost the percentage of people in rural areas who have access to this mode of transportation.

*Example:* Southeast Missouri Transportation Service (connecting residents in 20 counties in Missouri's southeast area to bus stops in Sikeston, Poplar Bluff and Farmington)

***Work with other units in MoDOT or local transportation agencies to ensure that adequate lighting is available at bus stations/stops***

*Rationale:* MoDOT's survey respondents identified personal safety and security concerns. There is a perception that inadequate lighting, or no lighting, at night makes the area less safe. While many stations or stops are located on private property, most are located along major city streets that have street lighting provided.

*Examples:* Little or no lighting at Butler stop to lighting improvements needed at Bethany stop to excellent lighting at Springfield station

## ***Summary***

Intercity bus service is a necessary and vital means of transportation for many of Missouri's citizens. MoDOT is committed to ensuring that all of its citizens have a world-class transportation experience that delights our customers and promotes a prosperous Missouri. MoDOT is committed to improving easily accessible modal choices, a MoDOT Tangible Result, for Missouri citizens. Smooth roads and bridges, uninterrupted traffic flow and partnering with others to deliver transportation services are among MoDOT's other Tangible Results that meet the needs of not only the driving public, but the public that uses other modes of travel in Missouri. Implementing these recommendations, and further study of the issue, will lead to positive results for both MoDOT and the people of Missouri.

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## **Appendix A -- Missouri Communities with Bus Stations/Stops**

Not all communities located along a intercity bus route has a stop. Bus companies are primarily concerned about operating profitably. To ensure profitability, a stop has to generate boarding business. In other words, people have to be getting on the buses at these locations as well as getting off.

Demographic information on the communities that currently have a bus station or a stop is found on the next few pages. The information in this appendix indicates the potential level of ridership located in these communities and within 25 miles of the bus stop location in that community. The information includes 2000 population information, highway systems in the area, surrounding communities, and institutions (colleges/universities, military, and correctional) that are found in the area. Primary attention is given to population groups identified in the study.

Within the charts, some community names are italicized. These communities are located on opposite sides of a major river system. Travel across bridges to reach bus access locations may require more travel distance for people living in such communities. Missouri bus access locations also serve citizens of neighboring states. These states are identified in the charts as well.

Populations are based on 2000 U.S. census information. Metropolitan areas include populations for nearly all major cities in the area.

Information on the bus stops is also provided, including location, ticketing hours, package express information, and bus pickup/drop off times (times listed are only for those routes that continue on through MO)

When possible, photographs of the bus stop facility are provided. Some photographs were taken at night and the quality is reduced in those photographs. The photographs were included, however, to emphasize the lighting issues discussed earlier in the report. Where no photographs were available, map inserts are used.

Appendix E, *Missouri Bus Stops within 10- and 10-25 mile Radii*, contains an 11x17 map illustrating these communities and the 10- and 10- to 25-mile radii. This graphic illustration highlights the areas of Missouri that are served and underserved by bus service providers.

Anderson

## Stop—Jefferson Lines

2000 Population:	1,856
Interstate Routes:	None
U.S. Routes:	71
MO-numbered Routes:	76 and 59
Local Transit Stop:	None
County:	McDonald
MoDOT District:	Southwest (D7)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	Neosho
5,000 to 10,000	None	Arkansas – Gravette and Bentonville
1,000 to 5,000	Goodman, Noel	Granby, Seneca, Pineville Oklahoma – Jay
Colleges and Universities	Crowder College, Neosho	Northwest Arkansas Community College, Bentonville, AR
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	None	None

### **Noted Population Groups:**

## Hispanic population in Barry and McDonald counties

**Location:**

Mary Dean's Family Restaurant  
Rt. 3, Box 3158  
Anderson, MO 64831  
417-845-7475

#### **Hours of Operation/Ticket Sales:**

Monday through Sunday: 6:00 am to 9:00 pm, excluding holidays

#### **Bus Pick-up/Drop-off:**

Northbound (to Joplin, MO) 1:10 am, 7:15 pm  
Southbound (to Ft. Smith, AR) 5:40 am, 11:55 pm

## Package Express:

Yes

## Bethany

Stop—Jefferson Lines

2000 Population:	3,087
Interstate Routes:	35
U.S. Routes:	136 and 69
MO-numbered Routes:	146 and 13
Local Transit Stop:	None (taxi only)
County:	Harrison
MoDOT District:	Northwest (D1)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	None
5,000 to 10,000	None	Trenton
1,000 to 5,000	None	Albany, Princeton, Gallatin Iowa – Lamoni
Colleges and Universities	None	North Central Missouri College, Trenton; Graceland University, Lamoni, IA
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	None	None

Noted Population Groups: Amish population in the Bethany, Spickard and Trenton communities

Location:	Kwik Zone 4126 Miller Street (located at exit 92 and immediately off the interstate) Bethany, MO 64424 660-425-6962
Hours of Operation/Ticket Sales:	Monday through Sunday: 6:00 am to 11:00 pm, excluding holidays
Bus Pick-up/Drop-off:	Northbound (to Des Moines, IA): 8:55 am, 9:55 pm Southbound (to Kansas City, MO): 4:10 pm, 9:40 pm
Package Express:	No

## **Boonville**

Stop—Greyhound Lines

2000 Population:	8,202
Interstate Routes:	70
U.S. Routes:	40
MO-numbered Routes:	5, 87 and 98
Local Transit Stop:	None
County:	Cooper
MoDOT District:	Central (D5)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	<i>Columbia</i>
10,000 to 20,000	None	Marshall
5,000 to 10,000	None	None
1,000 to 5,000	New Franklin	<i>California, Tipton, Fayette, Glasgow, Slater</i>
Colleges and Universities	<i>University of Missouri-Columbia, Columbia; Stephens College, Columbia; Columbia College, Columbia</i>	<i>Central Methodist College, Fayette</i>
US Military Installations	None	None
MO Correctional Facilities	Boonville Correctional Center, Boonville; Boonville Treatment Center, Boonville	None
Amtrak Stop	None	None

Location:	Fame Tire and Auto 17985 Boonslick Road Boonville, MO 65233 660-882-5400
Hours of Operation/Ticket Sales:	Monday through Friday: 8:00 am to 5:00 pm, excluding holidays
Bus Pick-up/Drop-off:	Westbound (to Kansas City, MO): 10:00 am, 4:55 pm, 9:45 pm Eastbound (to St. Louis, MO): 9:00 am, 1:45 pm, 10:25 pm
Package Express:	Yes

## Bowling Green

Stop—Burlington Trailways

2000 Population:	3,260
Interstate Routes:	None
U.S. Routes:	61 and 54
MO-numbered Routes:	161
Local Transit Stop:	No
County:	Pike
MoDOT District:	Northeast (D3)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	None
5,000 to 10,000	None	None
1,000 to 5,000	Louisiana	Elsberry, Vandalia <i>Illinois – Pittsfield</i>
Colleges and Universities	None	None
US Military Installations	None	None
MO Correctional Facilities	Northeast Correctional Center, Bowling Green	None
Amtrak Stop	None	None

Noted Population Groups: Amish population in the Bowling Green community

Location: Not available

Hours of Operation/Ticket Sales: *No tickets sold at this location*

Bus Pick-up/Drop-off: Northbound (to Burlington, IA): 9:50 am

Southbound (to Kansas City, MO): 4:35 pm

Package Express No

## **Butler**

Stop—Jefferson Lines

2000 Population: 4,209  
 Interstate Routes: None  
 U.S. Routes: 71  
 MO-numbered Routes: 52  
 Local Transit Stop: None (taxi only)  
 County: Bates  
 MoDOT District: Southwest (D7)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	None
5,000 to 10,000	None	None
1,000 to 5,000	Rich Hill, Adrian	Garden City, Appleton City
Colleges and Universities	None	None
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	None	None

Noted Population Groups: Amish population in the Rich Hill community

Location: Carl's Sinclair  
 18 S. Orange (located along Business 71 about one mile from the highway)  
 Butler, MO 64730  
 660-679-3431

Hours of Operation/Ticket Sales: Monday through Saturday: 7:00 am to 6:00 pm excluding holidays  
 Bus Pick-up/Drop-off: Northbound (to Kansas City, MO): 4:05 am, 10:00 pm  
 Southbound (to Joplin, MO): 2:35 am, 9:10 pm

Package Express: Yes

## Cameron

Stop—Jefferson Lines

2000 Population:	8,312
Interstate Routes:	35
U.S. Routes:	69 and 36
MO-numbered Routes:	None
Local Transit Stop:	None (taxi only)
County:	Clinton
MoDOT District:	Northwest (D1)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	None
5,000 to 10,000	None	None
1,000 to 5,000	Hamilton	Gallatin, Maysville, Kingston, Lathrop, Gower, Plattsburg, Lawson, Jamesport
Colleges and Universities	None	None
US Military Installations	None	None
MO Correctional Facilities	Crossroads Correctional Center, Cameron; Western Missouri Correctional Center, Cameron	None
Amtrak Stop	None	None

Noted Population Groups:

Amish population in the Jamesport community

Location:

MO Venture Retail, LLC (Ampride/Country Corner Fuels)  
1605 N. Bob Griffin Road (located at exit 54 along I-35 and immediately off the interstate)  
Cameron, MO 64429  
816-632-2918

Hours of Operation/Ticket Sales:

Monday through Sunday: 7:00 am to 8:30 pm, including holidays

Bus Pick-up/Drop-off:

Northbound (to Des Moines, IA): 8:05 am, 9:00 pm

Southbound (to Kansas City, MO): 2:35 am, 9:10 pm

Package Express:

Yes

## Canton

Stop—Burlington Trailways

2000 Population:	2,557
Interstate Routes:	None
U. S. Routes:	61 and 24
MO-numbered Routes:	81 and 16
Local Transit Stop:	None
County:	Lewis
MoDOT District:	Northeast (D3)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	<i>Illinois – Quincy</i>
10,000 to 20,000	None	<i>Iowa – Keokuk</i>
5,000 to 10,000	None	None
1,000 to 5,000	La Grange	Palmyra, Kahoka
Colleges and Universities	Culver-Stockton College, Canton	<i>John Wood Community College, Quincy, IL; Quincy University, Quincy, IL</i>
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	None	None

Noted Population Groups: Amish population in the Canton community

Location:	Not available
Hours of Operation/Ticket Sales:	<i>No tickets sold at this location</i>
Bus Pick-up/Drop-off:	Northbound (to Burlington, IA): 11:40 am Southbound (to St. Louis, MO): 2:40 pm
Package Express:	No

## Columbia

Stop: Greyhound Lines

2000 Population:	84,531
Interstate Routes:	70
U.S. Routes:	63
MO-numbered Routes:	740, 163, and 763
Local Transit Stop:	Yes, 2 blocks away
County:	Boone
MoDOT District:	Central (D5)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	<i>Fulton, Mexico</i>
5,000 to 10,000	None	<i>Boonville</i>
1,000 to 5,000	None	<i>Ashland, Holts Summit, New Franklin, Centralia, Fayette, Clark</i>
Colleges and Universities	University of Missouri, Columbia; Stephens College, Columbia; Columbia College, Columbia	<i>William Woods University, Fulton; Westminster College, Fulton; Central Methodist College, Fayette</i>
US Military Installations	None	None
MO Correctional Facilities	None	<i>Fulton Reception and Diagnostic Center, Fulton; Cremer Therapeutic Community Center, Fulton</i>
Amtrak Stop	None	None

Noted Population Groups: Amish population in the Clark community and Hispanic presence in the Columbia community

Location: 611A Big Bear Blvd.  
Columbia, MO 65203  
573-449-2416

Hours of Operation/Ticket Sales: Monday through Friday: 9:00 am to 11:59 am, 1:30 pm to 5:30 pm, and 7:30 pm to 10:30 pm  
Saturday, Sunday, and Holidays: 9:00 am to 10:30 am, 1:30 pm to 5:30 pm, and 7:30 pm to 10:30 pm

Bus Pick-up/Drop-off: Westbound (to Kansas City, MO): 9:40 am, 3:30 pm, 4:35 pm, and 9:25 pm  
Eastbound (to St. Louis, MO): 2:55 am, 9:35 am, 2:15 pm, and 10:55 pm

Package Express: Yes

## Farmington

Stop—Greyhound Lines

2000 Population:	13,924
Interstate Routes:	None
U.S. Routes:	67
MO-numbered Routes:	32
Local Transit Stop:	None
County:	St. Francois
MoDOT District:	Southeast (D10)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	None
5,000 to 10,000	Park Hills	De Soto
1,000 to 5,000	Bismarck, Desloge, Leadwood	Fredericktown, Ironton, Bonne Terre, Potosi, Ste. Genevieve
Colleges and Universities	Mineral Area College, Park Hills	None
US Military Installations	None	None
MO Correctional Facilities	Farmington Correctional Center, Farmington; Community Therapeutic Center, Farmington; Farmington Treatment Center; Social Rehabilitation Unit, Farmington	None
Amtrak Stop	None	None

Location:	Ozark Village Café 1208 St. Genevieve Farmington, MO 63640 573-760-0575
Hours of Operation/Ticket Sales:	Monday through Sunday: 7:30 am to 9:30 pm, including holidays
Bus Pick-up/Drop-off:	Northbound (to St. Louis, MO): 4:40 pm Southbound (to Memphis, TN): 8:50 am
Package Express:	Yes

## **Fort Leonard Wood/St. Robert**

Stop— Greyhound Lines

2004 Population (base):	14,569
2000 Population (community):	2,760
Interstate Routes:	44
U.S. Routes:	None
MO-numbered Routes:	17
Local Transit Stop:	None (taxi only)
County:	Pulaski
MoDOT District:	South Central (D9)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	Rolla
5,000 to 10,000	None	None
1,000 to 5,000	Waynesville	Crocker, Dixon, Richland, Licking
Colleges and Universities	None	University of Missouri, Rolla
US Military Installations	Fort Leonard Wood, St. Robert	None
MO Correctional Facilities	None	None

Noted Population Groups:	Amish population in the Dixon and Licking communities and Hispanic population in the Rolla community
Location:	718 Missouri Avenue St. Robert, MO 65584 573-336-5913
Hours of Operation/Ticket Sales:	Monday through Thursday -- 5:30 am to 11:59 am and 6:00 pm to 10:00 pm Friday – 5:30 am to 1:30 pm and 6:00 pm to 10:00 pm No Saturdays, Sundays, or Holidays
Bus Pick-up/Drop-off:	Westbound (to Tulsa, OK): 6:10 am, 11:15 am, 9:45 pm Eastbound (to St. Louis, MO): 6:50 am, 7:05 am, 6:20 pm and 8:55 pm
Package Express:	Yes

## Hannibal

Stop – Burlington Trailways

2000 Population:	17,757
Interstate Routes:	72 (from Illinois)
U.S. Routes:	24, 36 and 61
MO-numbered Routes:	168 and 79
Local Transit Stop:	None (taxi only)
County:	Marion
MoDOT District:	Northeast (D3)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	<i>Illinois – Quincy</i>
10,000 to 20,000	None	None
5,000 to 10,000	None	None
1,000 to 5,000	Palmyra	Monroe City, La Grange, Louisiana
Colleges and Universities	Hannibal-LaGrange College, Hannibal	<i>John Wood Community College, Quincy, IL; Quincy University, Quincy, IL</i>
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	None	None

Noted Population Groups:	Hispanic population in the Louisiana community
Location:	Huck's Taxi #4 Melgrove Hannibal, MO 63401 573-221-0033
Hours of Operation/Ticket Sales:	Monday through Sunday: 9:00 am to 5:30 pm, including holidays
Bus Pick-up/Drop-off:	Northbound (to Burlington, IA): 10:35 am Southbound (to St. Louis, MO): 3:55 pm
Package Express:	Yes

## Harrisonville

Stop—Jefferson Lines

2000 Population:	8,946
Interstate Routes:	None
U.S. Routes:	71
MO-Numbered Routes:	7, 291, and 2
Local Transit Stop:	None (taxi only)
County:	Cass
MoDOT District:	Kansas City Area (D4)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	Raytown, Lee's Summit, Grandview, Belton
10,000 to 20,000	None	Raymore
5,000 to 10,000	Pleasant Hill	None
1,000 to 5,000	Peculiar, Garden City	Holden, Lake Latawana, Adrian, Butler
Colleges and Universities	None	Metropolitan Community College (Longview campus), Lee's Summit
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	None	Lee's Summit

Noted Population Groups: Hispanic population in the Kansas City metropolitan area

Location:	Harrisonville Fireworks (Blimpie's) 21501 E 275 <sup>th</sup> Street (at 275 <sup>th</sup> Street exit and immediately off the highway) Harrisonville, MO 64701 1-800-231-2222
Hours of Operation/Ticket Sales:	Tickets are not sold at this location
Bus Pick-up/Drop-off:	Northbound (to Kansas City): 4:25 am, 10:55pm Southbound (to Joplin): 2:05 am, 8:40 pm
Package Express:	No

## Jackson

Stop – Greyhound Lines

2000 Population:	11,947
Interstate Routes:	55
U.S. Routes:	None
MO-numbered Routes:	25, 72 and 177
Local Transit Stop:	None
County:	Cape Girardeau
MoDOT District:	Southeast (D10)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	Cape Girardeau	None
10,000 to 20,000	None	None
5,000 to 10,000	None	None
1,000 to 5,000	None	Advance, Chaffee, Oran, Scott City <i>Illinois – Anna</i>
Colleges and Universities	Southeast Missouri State University, Cape Girardeau	None
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	None	None

Location:	ASC Printing and Copy Center 104 S. High St. Jackson, MO 63755 573-243-7027 Courthouse Square
Hours of Operation/Ticket Sales:	Tickets are not sold at this location
Bus Pick-up/Drop-off:	Northbound (to St. Louis, MO): 10:30 am, 10:55 pm Southbound (to Memphis, TN): 3:45 pm., 8:35 pm
Package Express:	No

## Joplin

Stop—Jefferson Lines and Greyhound Lines

2000 Population:	45,504
Interstate Routes:	44
U.S. Routes:	71
MO-numbered Routes:	171, 249, 66 and 86
Local Transit Stop:	None
County:	Jasper
MoDOT District:	Southwest (D7)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	Carthage, Neosho Kansas – Pittsburg Oklahoma – Miami
5,000 to 10,000	Carl Junction, Webb City	None
1,000 to 5,000	Duenweg	Seneca, Sarcoxie, Granby
Colleges and Universities	Missouri Southern State University, Joplin; Crowder College, Neosho	Northeastern Oklahoma A&M College, Miami, OK
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	None	None

Noted Population Groups: Amish population in Lawrence County

Location: 217 W. 2<sup>nd</sup> Street (located one block from Joplin's Main Street in the downtown area and approximately 12 to 15 blocks from Business 71)  
Joplin, MO 64801  
417-623-2500

Hours of Operation/Ticket Sales: Daily: 24 hours, including holidays

Bus Pick-up/Drop-off: Northbound (to Kansas City, MO): 2:15 am, 8:15 pm,  
Southbound (to Fort Smith, AR): 1:10 am, 4:50 am, 11:05 pm  
Westbound (to Tulsa, OK): 1:10 am, 9:45 am, 2:55 pm  
Eastbound (to St. Louis, MO): 3:15 am, 3:30 am, 2:55 pm, and  
9:00 pm

Package Express: Yes

## Kansas City

Terminal—Greyhound Lines and Jefferson Lines

2000 Population:	441,545
Interstate Routes:	70, 35, 435, 470, 670, and 635
U.S. Routes:	69, 71, 169, 24, 40, and 50
MO-numbered Routes:	291, 152, 45, 210, 269, 283, 9, 350, and 150
Local Transit Stop:	Yes, several times hourly 7 days a week
County:	Jackson
MoDOT District:	Kansas City Area (D4)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	<i>Gladstone, North Kansas City, Independence, Raytown Kansas – Kansas City, Lenexa, Overland Park, Shawnee</i>	<i>Liberty, Blue Springs, Lee's Summit, Grandview, Belton Kansas – Leavenworth</i>
10,000 to 20,000	None	<i>Excelsior Springs, Raymore</i>
5,000 to 10,000	<i>Parkville</i>	<i>Smithville, Kearney, Oak Grove, Grain Valley</i>
1,000 to 5,000	None	<i>Platte City, Buckner, Lake Lotawana</i>
Colleges and Universities	University of Missouri, Kansas City; Rockhurst University, Kansas City; Avila College, Kansas City; Park University, Kansas City and Parkville; Metropolitan Community College (Maple Woods, Penn Valley, and Business and Technology campuses in Kansas City and Blue River campus in Independence); Donnelly College, Kansas City, KS; Johnson County Community College, Overland Park KS; Kansas City Kansas Community College, Kansas City, KS; University of Kansas Medical Center, Kansas City, KS	<i>William Jewell College, Liberty; Metropolitan Community College (Longview campus), Lee's Summit; University of St. Mary, Leavenworth, KS; MidAmerica Nazarene University, Olathe</i>
US Military Installations	Marine Corps Support Center, Kansas City	<i>Fort Leavenworth, Leavenworth, KS</i>
MO Correctional Facilities	Kansas City Community Release Center, Kansas City	None
Amtrak Stop	Kansas City, Independence	Lee's Summit

Noted Population Groups: Hispanic population in the Kansas City metropolitan area

Location: 1101 Troost  
Kansas City, MO 64106  
816-221-2835

Hours of Operation/Ticket Sales: Daily including holidays: 4:30 am to 11:59 pm and 12:00 am to 1:30 am

Bus Pick-up/Drop-off: Northbound (to Des Moines, IA and Omaha, NE): 1:00 am, 1:30 am, 7:15 am, 7:40 am, and 7:00 pm  
Southbound (to Joplin, MO): 7:50 pm  
Westbound (to Denver, CO): 12:30 am, 6:35 am, 6:45 am, 12:35 pm, 12:40 pm, 7:15 pm, 7:45 pm, and 7:50 pm  
Eastbound (to St. Louis, MO): 12:40 am, 7:15 am, 12:01 pm, 6:45 pm, and 8:40 pm

Package Express: Yes

## Kansas City Airport

Stop – Jefferson Lines (on call only)



2000 Population:	Not incorporated
Interstate Routes:	29 and 435
U.S. Routes:	71
MO-numbered Routes:	None
Local Transit Stop:	Yes
County:	Platte
MoDOT District:	Kansas City Area (D4)

Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	Gladstone <i>Kansas – Leavenworth, Kansas City</i>	<i>Kansas City, Raytown, Independence, North Kansas City, Gladstone, Liberty Kansas – Shawnee, Overland Park, Lenexa</i>
10,000 to 20,000	None	Excelsior Springs
5,000 to 10,000	Smithville	Kearney
1,000 to 5,000	Platte City	Plattsburg, Lathrop, Lawson, Weston
Colleges and Universities	<i>University of St. Mary, Leavenworth, KS</i>	<i>University of Missouri, Kansas City; Rockhurst University, Kansas City; Avila College, Kansas City; Park University, Kansas City and Parkville; Metropolitan Community College (the Maple Woods, Penn Valley, and Business and Technology campuses in Kansas City, the Blue River campus in Independence, and the Longview campus in Lee's Summit; William Jewell College, Liberty; Donnelly College, Kansas City, KS; Johnson County Community College, Overland Park KS; Kansas City Kansas Community College, Kansas City, KS; University of Kansas Medical Center, Kansas City, KS</i>
US Military Installations	<i>Fort Leavenworth, Leavenworth, KS</i>	<i>Marine Corps Support Center, Kansas City</i>

Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
MO Correctional Facilities	None	Kansas City Community Release Center, Kansas City
Amtrak Stop	None	Kansas City

Noted Population Groups: Hispanic population in the Kansas City metropolitan area

Location: Kansas City International Airport – Terminal C

Hours of Operation/Ticket Sales: No tickets are sold at this location.

Bus Pick-up/Drop-off: Pickups and dropoffs are available on an on-call basis.

Package Express: No

## Lebanon

Stop – Greyhound Lines

2000 Population: 12,155

Interstate Routes: 44

U.S. Routes: None

MO-numbered Routes: 5, 32 and 64

Local Transit Stop: None (taxi only)

County: Laclede

MoDOT District: Springfield Area (D8)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	None
5,000 to 10,000	None	None
1,000 to 5,000	None	Buffalo, Camdenton, Richland, Waynesville
Colleges and Universities	None	None
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	None	None

Location: Lazy Lee's One Stop, Inc.  
1215 Millcreek Road  
Lebanon, MO 65536  
417-532-2731

Hours of Operation/Ticket Sales: Monday through Friday--5:30 am to 10:00 pm Saturday, Sunday, and Holidays—6:00 am to 10:00 pm

Bus Pick-up/Drop-off: Westbound (to Tulsa, OK): 6:45 am, 11:50 am, 10:20 pm  
Eastbound (to St. Louis, MO): 6:05 am, 6:20 am, 5:40 pm

Package Express: Yes

## **Maryville**

Stop—Jefferson Lines

2000 Population: 10,581

Interstate Routes: None

U.S. Routes: 136 and 71

MO-numbered Routes: 46 and 148

Local Transit Stop: None (taxi only)

County: Nodaway

MoDOT District: Northwest (D1)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	None
5,000 to 10,000	None	None
1,000 to 5,000	None	Mound City, Stanberry
Colleges and Universities	Northwest Missouri State University, Maryville	Iowa – Bedford
US Military Installations	None	None
MO Correctional Facilities	Maryville Treatment Center, Maryville	None
Amtrak Stop	None	None

Noted Population Groups:

Location:

McDonalds  
1106 South Main (about one mile north of intersection of Hwy. 71 and Business 71)  
Maryville, MO 64468  
660-582-8222

Hours of Operation/Ticket Sales:

Tickets are not sold at this location.

Bus Pick-up/Drop-off:

Northbound (to Omaha, NE): 2:45 am

Package Express:

Southbound (to Kansas City, MO): 2:55 am

No

## Neelyville

Stop—Greyhound Lines

2000 Population:	487
Interstate Routes:	None
U.S. Routes:	67
MO-numbered Routes:	142
Local Transit Stop:	None
County:	Butler
MoDOT District:	South Central (D9)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	Poplar Bluff
5,000 to 10,000	None	None
1,000 to 5,000	None	Campbell, Doniphan Arkansas – Corning, Piggott, Rector
Colleges and Universities	None	None
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	None	Poplar Bluff

Location:	1-800-231-2222
Hours of Operation/Ticket Sales:	No tickets are sold at this location
Bus Pick-up/Drop-off:	Northbound (to St. Louis, MO): 2:45 am Southbound (to Memphis, TN): 10:45 am
Package Express:	No

## Nevada

Stop—Jefferson Lines

2000 Population:	8,607
Interstate Routes:	None
U.S. Routes:	71 and 54
MO-numbered Routes:	None
Local Transit Stop:	None (taxi only)
County:	Vernon
MoDOT District:	Southwest (D7)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	Kansas – Fort Scott
5,000 to 10,000	None	None
1,000 to 5,000	None	Rich Hill, El Dorado Springs, Lamar
Colleges and Universities	Cottey College, Nevada	Fort Scott Community College, Fort Scott, KS
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	None	None

Noted Population Groups: Amish population in the Nevada, El Dorado Springs and Rich Hill communities

Location: Nevada Fuel Mart  
2424 E. Austin Blvd. (located down Business 54)  
Nevada, MO 64772  
417-667-3606

Hours of Operation/Ticket Sales: Monday through Sunday: 7:00 am to 10:00 pm, including holidays  
Bus Pick-up/Drop-off: Northbound (to Kansas City, MO): 3:30 am, 9:30 pm  
Southbound (to Joplin, MO): 3:05 am, 9:40 pm

Package Express: Yes

## Peculiar

Stop—Jefferson Lines

2000 Population:	2,604
Interstate Routes:	None
U.S. Routes:	71
MO-numbered Routes:	None
Local Transit Stop:	None (taxi only)
County:	Cass
MoDOT District:	Kansas City Area (D4)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	Belton	Lee's Summit, Grandview, Blue Springs
10,000 to 20,000	Raymore	None
5,000 to 10,000	Pleasant Hill, Harrisonville	Grain Valley
1,000 to 5,000	None	Lake Lotawana, Holden, Garden City, Adrian <i>Kansas – Paola</i>
Colleges and Universities	None	Metropolitan Community College (Longview campus), Lee's Summit; MidAmerica Nazarene University, Olathe
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	None	Lee's Summit

Noted Population Groups: Hispanic population in the Kansas City metropolitan area

Location:	Apple Tree Mart Grocery 501 Schug (located at Hwy. 71 and JJ immediately off the highway) Peculiar, MO 64078 816-779-5421
Hours of Operation/Ticket Sales:	Tickets are not sold at this location
Bus Pick-up/Drop-off:	Northbound (to Kansas City, MO): 10:35 pm Southbound (to Joplin, MO): 1:55 am, 8:30 pm
Package Express:	No

## **Poplar Bluff**

Stop—Greyhound Lines

2000 Population:	16,651
Interstate Routes:	None
U.S. Routes:	60 and 67
MO-numbered Routes:	53 and 142
Local Transit Stop:	None
County:	Butler
MoDOT District:	South Central (D9)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	None
5,000 to 10,000	None	None
1,000 to 5,000	None	Doniphan, Puxico, Bernie Arkansas – Corning
Colleges and Universities	Three Rivers Community College, Poplar Bluff	None
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	Poplar Bluff	None

Location: Sullivan's Motor Harbor  
3257 S. Westwood Blvd.  
Poplar Bluff, MO 63901  
573-785-2335

Hours of Operation/Ticket Sales: Monday through Friday: 9:30 am to 11:59 am and 5:30 pm to 8:00 pm  
No Saturdays, Sundays and Holidays

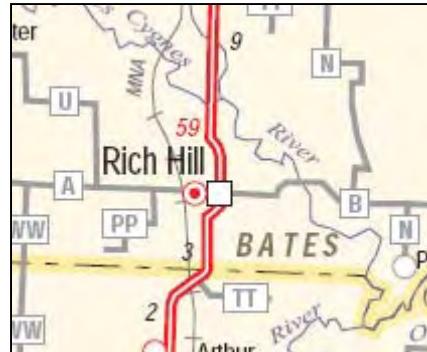
Bus Pick-up/Drop-off: Northbound (to St. Louis, MO): 4:35 am, 3:00 pm  
Southbound (to Memphis, TN): 10:30 am

Package Express: Yes

## Rich Hill

Stop—Jefferson Lines

2000 Population:	1,461
Interstate Routes:	None
U.S. Routes:	71
MO-numbered Routes:	None
Local Transit Stop:	None
County:	Bates
MoDOT District:	Southwest (D7)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	None
5,000 to 10,000	None	Nevada
1,000 to 5,000	Butler	Adrian, Appleton City, El Dorado Springs
Colleges and Universities	None	Cottey College, Nevada
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	None	None

Noted Population Groups: Amish population in the Rich Hill, Nevada and El Dorado Springs communities

Location: Not available

Hours of Operation/Ticket Sales: Tickets are not sold at this location

Bus Pick-up/Drop-off: Northbound (to Kansas City, MO): 3:50 am, 9:50 pm

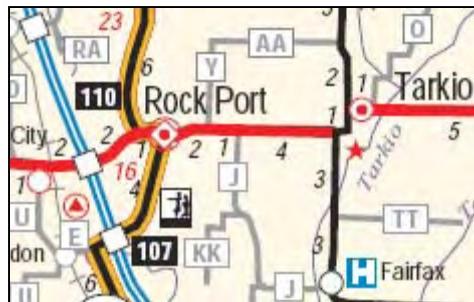
Southbound (to Joplin, MO): 2:50 am, 9:25 pm

Package Express: No

## Rock Port

Stop—Jefferson Lines

2000 Population:	1,395
Interstate Routes:	29
U.S. Routes:	136 and 275
MO-numbered Routes:	None
Local Transit Stop:	None
County:	Atchison
MoDOT District:	Northwest (D1)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	None
5,000 to 10,000	None	Nebraska – Nebraska City
1,000 to 5,000	Tarkio	Mound City Iowa – Sidney and Hamburg Nebraska – Auburn and Falls City
Colleges and Universities	None	None
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	None	None

Location: Not available

Hours of Operation/Ticket Sales: Tickets are not sold at this location

Bus Pick-up/Drop-off: Northbound (to Omaha, NE): 10:15 am

Southbound (to Kansas City, MO): 3:40 pm

Package Express: No

## **Rolla**

Stop--Greyhound Lines

2000 Population:	16,367
Interstate Routes:	44
U.S. Routes:	63
MO-numbered Routes:	72
Local Transit Stop:	None (taxi only)
County:	Phelps
MoDOT District:	South Central (D9)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	None
5,000 to 10,000	None	None
1,000 to 5,000	St. James	Belle, Cuba, Dixon, Steelville, Salem, St. Robert
Colleges and Universities	University of Missouri, Rolla	None
US Military Installations	None	Fort Leonard Wood, St. Robert
MO Correctional Facilities	None	None
Amtrak Stop	None	None

Noted Population Groups: Amish population in the Cuba and Dixon communities and Hispanic population in the Rolla community

Location:	Agency: International Tours 411 W. Hwy 72 Rolla, MO 65401 573-364-2348
	Stop: McDonald's 1106 S. Kingshighway Rolla, MO 65401
Hours of Operation/Ticket Sales:	Monday through Friday: 8:00 am to 6:00 pm, Saturday: 10:00 am to 2:00 pm No Sundays or Holidays
Bus Pick-up/Drop-off:	Westbound (to Tulsa, OK): 5:30 am, 10:40 am, 9:10 pm Eastbound (to St. Louis, MO): 7:20 am, 7:35 am, 6:50 pm
Package Express:	No

## Sikeston

Stop—Greyhound Lines

2000 Population:	16,992
Interstate Routes:	55 and 57
U.S. Routes:	60 and 61
MO-numbered Routes:	114
Local Transit Stop:	None
County:	Scott
MoDOT District:	Southeast (D10)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	None
5,000 to 10,000	None	Dexter, Charleston <i>Illinois – Cairo</i>
1,000 to 5,000	Miner, Morehouse	Scott City, Chaffee, Bernie, Advance, Bloomfield, Oran, East Prairie, New Madrid, Lilbourn <i>Illinois -- Mounds</i>
Colleges and Universities	None	None
US Military Installations	None	None
MO Correctional Facilities	None	Southeast Correctional Center, Charleston
Amtrak Stop	None	None

Location:	153 W. Murry Lane Sikeston, MO 63801 573-472-1761
Hours of Operation/Ticket Sales:	Monday through Saturday: 8:00 am to 11:59 am, 6:00 pm to 6:00 pm, and 9:00 pm to 11:59 pm No Sundays or Holidays
Bus Pick-up/Drop-off:	Northbound (to St. Louis, MO): 9:50 am, 10:15 am, 11:30 pm Southbound (to Memphis, TN): 8:15 am, 4:50 pm, 9:35 pm
Package Express:	Yes

## **Springfield**

Terminal—Greyhound Lines

2000 Population:	151,580
Interstate Routes:	44
U.S. Routes:	65, 60, and 160
MO-numbered Routes:	13, 744, and 413
Local Transit Stop:	Yes
County:	Greene
MoDOT District:	Springfield Area (D8)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	Nixa
5,000 to 10,000	None	Bolivar, Marshfield, Republic, Ozark
1,000 to 5,000	Stratford, Willard, Fair Grove	Billings, Ash Grove, Clever, Sparta, Rogersville, Seymour
Colleges and Universities	Missouri State University, Springfield; Drury University, Springfield; Evangel University, Springfield; Ozarks Technical Community College, Springfield	Southwest Baptist University, Bolivar
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	None	None

Noted Population Groups:

Amish population in Seymour community and Lawrence County and a Hispanic population in the Springfield metropolitan area

Location:

2425 E. Kearney Street  
Springfield, MO 65803  
417-862-6777

Hours of Operation/Ticket Sales:

Monday through Sunday including holidays: 4:00 am to 11:59 pm

Bus Pick-up/Drop-off:

Westbound (to Tulsa, OK): 8:20 am, 1:30 pm, 11:45 pm

Eastbound (to St. Louis, MO): 5:10 am, 4:45 pm, 5:25 pm, and 10:50 pm

Package Express:

Yes

## **St. Joseph**

Station—Jefferson Lines

2000 Population:	73,990
Interstate Routes:	29 and 229
U.S. Routes:	169, 36, 59, and 71
MO-numbered Routes:	6, 752, 759 and 371
Local Transit Stop:	Yes (City Bus Station)
County:	Buchanan
MoDOT District:	Northwest (D1)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	<i>Kansas – Atchison</i>
5,000 to 10,000	None	None
1,000 to 5,000	None	Gower, Plattsburg, Savannah, Oregon, Weston <i>Kansas – Troy</i>
Colleges and Universities	Missouri Western State University, St. Joseph	<i>Benedictine College, Atchison, KS</i>
US Military Installations	None	Fort Leavenworth, Leavenworth, KS*
MO Correctional Facilities	Western Reception, Diagnostic and Correctional Center, St. Joseph	None
Amtrak Staion	None	None

\*slightly more than 25 miles

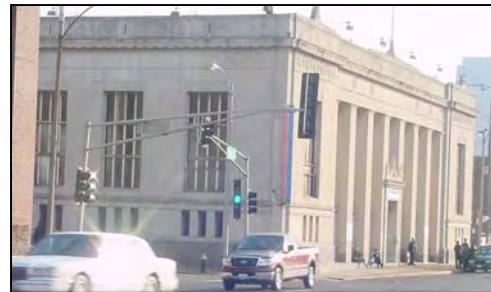
Location:	City Transit Center 611 Angelique St. Joseph, MO 64506 816-364-0486
Hours of Operation/Ticket Sales:	Monday through Friday: 8:30 am to 11:40 am, 1:00 pm to 2:00 pm, and 4:00 pm to 5:30 pm excluding holidays Saturday and Sunday: 8:30 am to 11:45 am and 1:00 pm to 5:30 pm excluding holidays
Bus Pick-up/Drop-off:	Northbound (to Omaha, NE): 2:00 am, 8:45 am, 7:50 pm Southbound (to Kansas City, MO): 3:40 am, 4:55 pm, 11:10 pm
Package Express:	Yes

**St. Louis**

Terminal—Greyhound Lines and Burlington Trailways

2000 Population: 348,189  
 Interstate Routes: 70, 55, 44, 64  
 U.S. Routes: 67, 61, 50, and 40  
 MO-numbered Routes: 180, 115, 100,  
                       366, 141, 340,  
                       364, 367, 30, 21, 267, 231

Local Transit Stop: Yes  
 County: St. Louis  
 MoDOT District: St. Louis Area (D6)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	Ferguson, University City, Webster Groves <i>Illinois – East St. Louis and Granite City</i>	Florissant, <i>St. Charles</i> , Maryland Heights, <i>St. Peters</i> , Chesterfield, Wildwood, Kirkwood <i>Illinois -- Alton</i>
10,000 to 20,000	Clayton	Arnold <i>Illinois – Collinsville</i>
5,000 to 10,000	None*	Ellisville, Eureka
1,000 to 5,000	None*	Ballwin, Valley Park, Fenton <i>Illinois – O'Fallon, Waterloo, Mascoutah, Columbia</i> ,
Colleges and Universities	Harris-Stowe State University, St. Louis; St. Louis University, St. Louis: Washington University, Clayton; University of Missouri, St. Louis; Fontbonne University, Clayton; Webster University, Webster Groves; Maryville University, St. Louis; Missouri Baptist College, St. Louis; Lindenwood University, St. Louis; St. Louis Community College (the Florissant Valley campus in Ferguson and the Forest park and Meramec campuses in St. Louis)	<i>Southern Illinois University, Edwardsville, IL; Southeastern Illinois College, Belleville, IL</i>
US Military Installations	<i>Charles Melvin Price Support Center, Granite City, IL</i>	<i>Scott Air Force Base, Belleville, IL</i>

Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
MO Correctional Facilities	St. Louis Community Release Center, St. Louis	None
Amtrak Stop	St. Louis	Kirkwood

\*not denoted on large map of Missouri

**Noted Population Groups:** Hispanic population in the St. Louis metropolitan area

Location: 1450 N. 13<sup>th</sup> Street  
St. Louis, MO 63106  
314-231-4485

**Hours of Operation/Ticket Sales:** Monday through Sunday including holidays; 24 hours daily.

**Bus Pick-up/Drop-off:** Northbound (to Burlington, IA): 8:15 am  
Southbound (to Memphis, TN): 7:30 am, 1:50 pm  
Westbound (to Kansas City, MO and Tulsa, OK): 1:20 am, 3:45 am,  
7:10 am, 8:45 am, 1:15 pm, 2:00 pm, 6:45 pm, and 7:15 pm  
Eastbound (to Chicago, IL, Pittsburgh, KS, New York, NY, and  
Nashville, TN): 2:35 am, 6:40 am, 7:40 am, 2:00 pm, 5:45 pm, 6:40  
pm, 6:45 pm, and 9:15 pm

Package Express: Yes

## St. Louis-Lambert Field

Stop—Greyhound Lines and Burlington Trailways



2000 Population:	N/A
Interstate Routes:	70, 170, 270
U.S. Routes:	67
MO-numbered Routes:	94, 370, 364, 340 and 367
Local Transit Stop:	Yes, bus and train
County:	St. Louis
MoDOT District:	Southeast (D6)

Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	St. Louis, St. Charles, Maryland Heights, Florissant, Ferguson, University City,	<i>St. Peters, Chesterfield, Wildwood, Kirkwood, Webster Groves</i> <i>Illinois – Alton, East St. Louis, Granite City</i>
10,000 to 20,000	<i>Clayton</i>	Arnold, O'Fallon <i>Illinois -- Collinsville</i>
5,000 to 10,000	None*	Ellisville, Eureka, Wentzville <i>Illinois -- Jerseyville</i>

Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
1,000 to 5,000	None*	Ballwin, Valley Park, Fenton, <i>St. Paul, Lake St. Louis</i> <i>Illinois – Columbia</i>
Colleges and Universities	Harris-Stowe State University, St. Louis; St. Louis University, St. Louis; Washington University, Clayton; University of Missouri, St. Louis; Fontbonne University, Clayton; Maryville University, St. Louis; Missouri Baptist College, St. Louis; Lindenwood University, St. Louis; St. Louis Community College (the Florissant Valley campus in Ferguson and the Forest park and Meramec campuses in St. Louis); <i>St. Charles Community College, Cottleville</i>	Webster University, Webster Groves; <i>Southern Illinois University, Edwardsville, IL</i>
US Military Installations	None	St. Louis Community Release Center, St. Louis; <i>Charles Melvin Price Support Center, Granite City, IL</i>
MO Correctional Facilities	None	<i>Scott Air Force Base, Belleville, IL</i>
Amtrak Stop	None	St. Louis, Kirkwood

Noted Population Groups: Hispanic population in the St. Louis metropolitan area

Location: Bus Port

Lambert Field  
1-800-231-2222

Hours of Operation/Ticket Sales: No tickets sold at this location

Bus Pick-up/Drop-off: Northbound (to Burlington, IA): 8:35 am  
Southbound (to Tulsa, OK): 5:45 pm  
Westbound (to Kansas City, MO): 9:10 am, 2:30 pm, 7:15 pm, and 7:40 pm  
Eastbound (to St. Louis, MO): 8:50 am, 9:05 am, 11:20 am, and 8:20 pm

Package Express No

## Troy

Stop—Burlington Trailways

2000 Population:	6,737
Interstate Routes:	None
U. S. Routes:	61
MO-numbered Routes:	47
Local Transit Stop:	None
County:	Lincoln
MoDOT District:	Northeast (D3)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	St. Peters
10,000 to 20,000	None	O'Fallon
5,000 to 10,000	None	Warrenton, Wentzville, Lake St. Louis
1,000 to 5,000	Wright City	St. Paul, Wright City, Elsberry <i>Illinois – Hardin</i>
Colleges and Universities	None	St. Charles Community College, Cottleville
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	None	None

Location:	Not available
Hours of Operation/Ticket Sales:	No tickets are sold at this location
Bus Pick-up/Drop-off:	Northbound (to Burlington, IA): 9:35 am Southbound (to St. Louis, MO): 5:05 pm
Package Express:	No

## **Wentzville**

Stop—Burlington Trailways

2000 Population:	6,896
Interstate Routes:	70
U. S. Routes:	61 and 40
MO-numbered Routes:	None
Local Transit Stop:	None
County:	St. Charles
MoDOT District:	St. Louis Area (D6)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	Chesterfield, Manchester, Wildwood, St. Peters, St. Charles, Maryland Heights
10,000 to 20,000	O'Fallon	Washington
5,000 to 10,000	Lake St. Louis	Warrenton, Eureka, Troy
1,000 to 5,000	St. Paul, Wright City	Elsberry, New Haven, Pacific, Valley Park, Ballwin
Colleges and Universities	St. Charles Community College, Cottleville	Maryville University, St. Louis; Missouri Baptist College, St. Louis; Lindenwood University, St. Louis
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	None	Washington

Noted Population Groups: Hispanic population in the St. Louis metropolitan area

Location:	Not available
Hours of Operation/Ticket Sales:	No tickets are sold at this location
Bus Pick-up/Drop-off:	Northbound (to Burlington, IA): 9:15 am Southbound (to St. Louis, MO): 5:15 am
Package Express:	None

## **Winston**

Stop—Jefferson Lines

2000 Population:	247
Interstate Routes:	35
U.S. Routes:	69
MO-numbered Routes:	6
Local Transit Stop:	None (taxi only)
County:	Daviess
MoDOT District:	Northwest (D1)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	None
5,000 to 10,000	Cameron	None
1,000 to 5,000	Gallatin	Maysville, Kingston, Hamilton, Lathrop
Colleges and Universities	None	North Central Missouri College, Trenton, Jamesport
US Military Installations	None	None
MO Correctional Facilities	Crossroads Correctional Center, Cameron; Western Missouri Correctional Center, Cameron	None
Amtrak Stop	None	None

Noted Population Groups: Amish population in Daviess and Sullivan Counties and the Jamesport community

Location: Winston Truck Stop  
Jct. I-35 and Hwy 69  
Winston, MO 64689  
660-749-5413

Hours of Operation/Ticket Sales: Tickets are not sold at this location  
Bus Pick-up/Drop-off: Northbound (to Des Moines, IA): 8:15 am, 9:00 pm  
Southbound (to Kansas City, MO): 4:45 pm

Package Express: No

## Appendix B: Bus Stops in Bordering States

Bus stops in bordering states are within a 10- to 25-mile radius of Missouri communities with populations of more than 1,000 people. It is closer for these residents to travel to these stops than it is for a Missouri stop.

<b>Bus Stops in Nearby Cities in Border States</b>	<b>Missouri Cities (over 1,000) within 10- to 25-mile radius of Border States' Bus Stops</b>
Blytheville, Arkansas	Kennett, Caruthersville, Senath, Hayti, and Steele
Jonesboro, Arkansas	Cardwell
Rogers/Bentonville, Arkansas	Anderson, Pine, Noel
Keokuk, Iowa	Kahoka
Quincy, Illinois	Hannibal, La Grange, Canton, Palmyra, Monroe City
Shenandoah, Iowa	Tarkio, Rock Port

For Missouri residents living in the areas near the Arkansas border, it is closer for them to board buses at the Arkansas stops. Residents living in Anderson, Pine, and Noel are located near to Anderson, but no services are available at the Anderson stop. Residents living in Kahoka are closer to the Keokuk, Iowa stop. Other residents living near the Iowa and Illinois borders in northeastern Missouri are closer to Missouri stops.

## **Appendix C: Communities with No Bus Stops or Stations along Missouri's US Highway System**

There are a number of Missouri residents that live 25 miles or more from a bus station/stop. These communities are located along US highway routes. Some of these communities have population groups that are frequent riders on intercity buses. Demographic information on these communities is included in this appendix and indicates the potential level of ridership located in these communities (with populations of 1,000 or more) and within 25 miles of community. The information includes 2000 population information, highway systems in the area, surrounding communities, and institutions (colleges/universities, military, and correctional) that are found in the area. Primary attention is given to population groups identified in the study.

### **US 63 COMMUNITIES (Columbia is along US 63)**

#### **Cabool**

2000 Population:	2,168
Interstate Routes:	None
U.S. Routes:	63 and 60
MO-numbered Routes:	181
County:	Texas
MoDOT District:	South Central (D9)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	None
5,000 to 10,000	None	None
1,000 to 5,000	Willow Springs, Mountain Grove	Houston, Mountain View, Mansfield
Colleges and Universities	None	None
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	None	None

Noted Population Groups: Amish population in the Mountain Grove community

## Houston

2000 Population:	1,992
Interstate Routes:	None
U.S. Routes:	63
MO-numbered Routes:	17
County:	Texas
MoDOT District:	South Central (D9)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	None
5,000 to 10,000	None	None
1,000 to 5,000	None	Cabool, Mountain Grove, Willow Springs, Licking, Mountain View
Colleges and Universities	None	None
US Military Installations	None	None
MO Correctional Facilities	None	South Central Correctional Center, Licking
Amtrak Stop	None	None

Noted Population Groups: Amish population in the Mountain Grove and Licking communities

## Jefferson City

2000 Population:	39,636
Interstate Routes:	None
U.S. Routes:	63, 54, and 50
MO-numbered Routes:	94 and 179
County:	Cole
MoDOT District:	Central (D5)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	Fulton
5,000 to 10,000	None	None
1,000 to 5,000	St. Martins, Holts Summit	Ashland, Linn, California
Colleges and Universities	Lincoln University, Jefferson City	<i>Westminster College, Fulton; William Woods University, Fulton; Linn State Technical College, Linn</i>

Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
US Military Installations	None	None
MO Correctional Facilities	Central Missouri Correctional Center, Jefferson City; Algoa Correctional Center, Jefferson City; Jefferson City Correctional Center, Jefferson City	<i>Fulton Reception and Diagnostic Center, Fulton; Cremer Therapeutic Community Center, Fulton</i>
Amtrak Stop	Jefferson City	None

Noted Population Groups:

Hispanic population in the Jefferson City and California communities

## Kirksville

2000 Population:	16,988
Interstate Routes:	None
U.S. Routes:	63
MO-numbered Routes:	6 and 11
County:	Adair
MoDOT District:	North Central (D2)



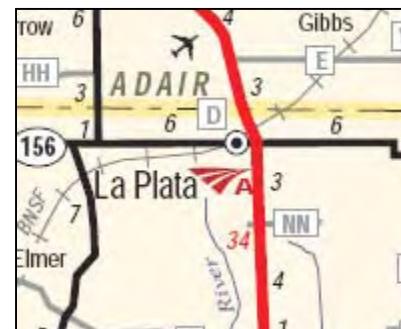
Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	None
5,000 to 10,000	None	None
1,000 to 5,000	None	Memphis, Edina, La Plata
Colleges and Universities	Truman State University, Kirksville	None
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	None	La Plata

Noted Population Groups:

Amish population in Putnam, Schuyler and Sullivan Counties and the La Plata community

## La Plata

2000 Population:	1,401
Interstate Routes:	None
U.S. Routes:	63
MO-numbered Routes:	156
County:	Macon
MoDOT District:	North Central (D2)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	Kirksville
5,000 to 10,000	None	Macon
1,000 to 5,000	None	Clarence, Edina
Colleges and Universities	None	Truman State University, Kirksville
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	La Plata	None

Noted Population Groups: Amish population in the La Plata community and a Hispanic population in the Macon community

## Licking

2000 Population: 1,471  
 Interstate Routes: None  
 U.S. Routes: 63  
 MO-numbered Routes: 32  
 County: Texas  
 MoDOT District: South Central (D9)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	None
5,000 to 10,000	None	None
1,000 to 5,000	None	Salem, Houston
Colleges and Universities	None	None
US Military Installations	None	None
MO Correctional Facilities	South Central Correctional Center, Licking	None
Amtrak Stop	None	None

Noted Population Groups: Amish population in the Licking community

## Macon

2000 Population: 5,538  
 Interstate Routes: None  
 U.S. Routes: 63 and 36  
 MO-numbered Routes: None  
 County: Macon  
 MoDOT District: North Central (D2)



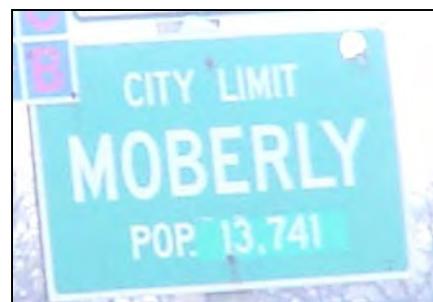
Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	Moberly
5,000 to 10,000	None	None
1,000 to 5,000	Clarence	La Plata, Shelbina, Huntsville, Marceline
Colleges and Universities	None	Moberly Area Community College, Moberly
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	None	La Plata

Noted Population Groups:

Amish population in the La Plata and Anabel communities

## Moberly

2000 Population: 11,945  
 Interstate Routes: None  
 U.S. Routes: 63 and 24  
 MO-numbered Routes: None  
 County: Randolph  
 MoDOT District: North Central (D2)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	None
5,000 to 10,000	None	Macon

Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
1,000 to 5,000	Huntsville	Clarence, Shelbina, Paris, Salisbury, Fayette, Centralia
Colleges and Universities	Moberly Area Community College, Moberly	Central Methodist College, Fayette
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	None	None

Noted Population Groups: Hispanic population in the Macon community

## West Plains

2000 Population: 10,866  
 Interstate Routes: None  
 U.S. Routes: 63 and 160  
 MO-numbered Routes: 17  
 County: Howell  
 MoDOT District: South Central (D9)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	None
5,000 to 10,000	None	None
1,000 to 5,000	None	Willow Springs, Mountain View, Thayer Arkansas – Salem and Mammoth Springs
Colleges and Universities	None	None
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	None	None

## Willow Springs

2000 Population: 2,147  
 Interstate Routes: None  
 U.S. Routes: 63 and 60  
 MO-numbered Routes: 76 and 137  
 County: Howell  
 MoDOT District: South Central (D9)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	West Plains
5,000 to 10,000	None	None
1,000 to 5,000	Cabool	Houston, Mountain Grove, Mountain View
Colleges and Universities	None	None
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	None	None

Noted Population Groups: Amish population in the Mountain Grove community

## US 65 COMMUNITIES

(Springfield is along I-65)

### Branson

2000 Population:	6,050
Interstate Routes:	None
U.S. Routes:	65
MO-numbered Routes:	76
County:	Taney
MoDOT District:	Springfield Area (D8)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	Nixa
5,000 to 10,000	None	Ozark
1,000 to 5,000	Forsyth, Hollister, Kimberling City	Crane
Colleges and Universities	College of the Ozarks, Point Lookout	None
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	None	None

Noted Population Groups: Hispanic population in Barry County

## Ozark

2000 Population:	9,665
Interstate Routes:	None
U.S. Routes:	65
MO-numbered Routes:	14
County:	Christian
MoDOT District:	Springfield Area (D8)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	Springfield
10,000 to 20,000	None	None
5,000 to 10,000	None	Aurora, Republic
1,000 to 5,000	Battlefield, Sparta, Rogersville	Clever, Billings, Forsyth, Strafford, Marionville, Willard
Colleges and Universities	None	Drury University, Springfield; Evangel University, Springfield; Missouri State University, Springfield; Ozarks Technical Community College, Springfield
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	None	None

Noted Population Groups: Hispanic population in the Springfield metropolitan area

## Buffalo

2000 Population:	2,781
Interstate Routes:	None
U.S. Routes:	65
MO-numbered Routes:	32 and 73
County:	Dallas
MoDOT District:	Springfield Area (D8)



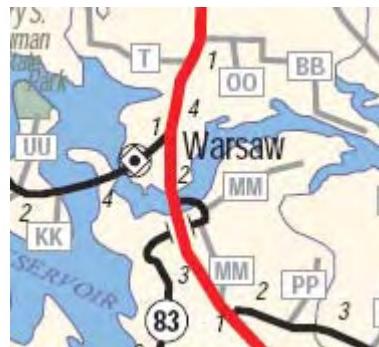
Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	Lebanon
5,000 to 10,000	None	Marshfield, Bolivar
1,000 to 5,000	None	Fair Grove, Strafford

Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
Colleges and Universities	None	Southwest Baptist University, Bolivar
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	None	None

Noted Population Groups: Amish population in Hickory County

## Warsaw

2000 Population: 2,070  
 Interstate Routes: None  
 U.S. Routes: 65  
 MO-numbered Routes: 7 and 83  
 County: Benton  
 MoDOT District: Central (D5)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	None
5,000 to 10,000	None	Clinton
1,000 to 5,000	None	Cole Camp, Windsor
Colleges and Universities	None	None
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	None	None

## Sedalia

2000 Population: 20,339  
 Interstate Routes: None  
 U.S. Routes: 50 and 65  
 MO-numbered Routes: None  
 County: Pettis  
 MoDOT District: Central (D5)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	None
5,000 to 10,000	None	None
1,000 to 5,000	None	Sweet Springs, Knob Noster, Windsor, Cole Camp, Tipton
Colleges and Universities	State Fair Community College, Sedalia	None
US Military Installations	None	Whiteman Air Force Base, Knob Noster
MO Correctional Facilities	None	None
Amtrak Stop	Sedalia	None

Noted Population Groups: Amish population in the Windsor community

## Chillicothe

2000 Population: 8,968  
 Interstate Routes: None  
 U.S. Routes: 65 and 36  
 MO-numbered Routes: 190  
 County: Livingston  
 MoDOT District: North Central (D2)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	None
5,000 to 10,000	None	Trenton
1,000 to 5,000	None	Gallatin, Hamilton, Brookfield
Colleges and Universities	North Central Missouri College, Trenton	None
US Military Installations	None	None
MO Correctional Facilities	Chillicothe Correctional Center, Chillicothe	None
Amtrak Stop	None	None

Noted Population Groups: Amish population in Daviess County

## Marshall

2000 Population: 12,433  
 Interstate Routes: None  
 U.S. Routes: 65  
 MO-numbered Routes: 41, 240 and 20  
 County: Saline  
 MoDOT District: North Central (D2)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	None
5,000 to 10,000	None	None
1,000 to 5,000	Slater	<i>Carrollton, Brunswick, Concordia, Sweet Springs, Glasgow</i>
Colleges and Universities	Missouri Valley College, Marshall	None
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	None	None

Noted Population Groups: Hispanic population in the Marshall community

## Carrollton

2000 Population: 4,122  
 Interstate Routes: None  
 U.S. Routes: 65 and 24  
 MO-numbered Routes: None  
 County: Carroll  
 MoDOT District: North Central (D2)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	Marshall
5,000 to 10,000	None	Richmond
1,000 to 5,000	None	<i>Brunswick, Lexington, Slater, Concordia, Higginsville</i>
Colleges and Universities	None	Missouri Valley College, Marshall

Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	None	None

Noted Population Groups: Amish population in the Carrollton community and Hispanic population in the Marshall community

## Trenton

2000 Population: 6,216  
 Interstate Routes: None  
 U.S. Routes: 65  
 MO-numbered Routes: 6  
 County: Grundy  
 MoDOT District: North Central (D2)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	None
5,000 to 10,000	None	Chillicothe
1,000 to 5,000	None	Gallatin, Bethany, Milan, Princeton
Colleges and Universities	North Central Missouri College, Trenton	None
US Military Installations	None	None
MO Correctional Facilities	None	Chillicothe Correctional Center, Chillicothe
Amtrak Stop	None	None

Noted Population Groups: Amish population in the Bethany and Spickard communities and Putnam and Sullivan Counties and a Hispanic population in the Milan community

## Princeton

2000 Population: 1,047  
 Interstate Routes: None  
 U.S. Routes: 65 and 136  
 MO-numbered Routes: None  
 Local Transit Stop: Mercer  
 County: North Central (D2)  
 MoDOT District:



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	None
5,000 to 10,000	None	Trenton
1,000 to 5,000	None	Milan, Bethany Iowa – Lamoni and Corydon
Colleges and Universities	None	North Central Missouri College, Trenton
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	None	None

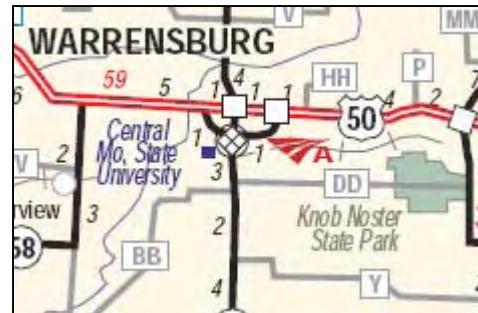
Noted Population Groups: Amish population in the Bethany and Spickard communities and Putnam and Sullivan Counties and a Hispanic population in the Milan community

## US 50 COMMUNITIES

Also includes: Jefferson City (information found in the US 63 Communities section)  
 Sedalia (information found in the US 65 Communities section)

## Warrensburg

2000 Population: 16,340  
 Interstate Routes: None  
 U.S. Routes: 50  
 MO-numbered Routes: 13  
 County: Johnson  
 MoDOT District: Kansas City Area (D4)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	None
5,000 to 10,000	None	None

Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
1,000 to 5,000	Knob Noster	Odessa, Higginsville, Holden, Concordia, Sweet Springs, Windsor
Colleges and Universities	Central Missouri State University, Warrensburg	None
US Military Installations	Whiteman Air Force Base, Knob Noster	None
MO Correctional Facilities	None	None
Amtrak Stop	Warrensburg	None

Noted Population Groups: Amish population in the Windsor community

## Knob Noster

2000 Population:	2,462
Interstate Routes:	None
U.S. Routes:	50
MO-numbered Routes:	23
County:	Johnson
MoDOT District:	Kansas City Area (D4)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	Warrensburg	None
5,000 to 10,000	None	None
1,000 to 5,000	None	None
Colleges and Universities	Central Missouri State University, Warrensburg	None
US Military Installations	Whiteman Air Force Base, Knob Noster	None
MO Correctional Facilities	None	None
Amtrak Stop	Warrensburg	None

## Union

2000 Population: 7,757  
 Interstate Routes: 44  
 U.S. Routes: 50  
 MO-numbered Routes: 47  
 County: Franklin  
 MoDOT District: St. Louis Area (D6)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	Chesterfield, Wildwood
10,000 to 20,000	None	None
5,000 to 10,000	Washington	Sullivan, Ellisville, Eureka
1,000 to 5,000	St. Clair	New Haven, Pacific, Hillsboro, Bourbon, <i>Wright City</i>
Colleges and Universities	East Central College, Union	Jefferson College, Hillsboro
US Military Installations	None	None
MO Correctional Facilities	None	Missouri Eastern Correctional Center, Pacific
Amtrak Stop	Washington	None

## Tipton

2000 Population: 3,261  
 Interstate Routes: None  
 U.S. Routes: 50  
 MO-numbered Routes: 5  
 County: Moniteau  
 MoDOT District: Central (D5)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	Sedalia
10,000 to 20,000	None	Boonville
5,000 to 10,000	None	Versailles
1,000 to 5,000	None	Cole Camp, Eldon, California, St. Martins, <i>New Franklin</i>
Colleges and Universities	None	None
US Military Installations	None	None
MO Correctional Facilities	Tipton Correctional Center, Tipton	Boonville Correctional Center, Boonville
Amtrak Stop	None	None

## Linn

2000 Population: 1,354  
 Interstate Routes: None  
 U.S. Routes: 50  
 MO-numbered Routes: 100 and 89  
 County: Osage  
 MoDOT District: Central (D5)



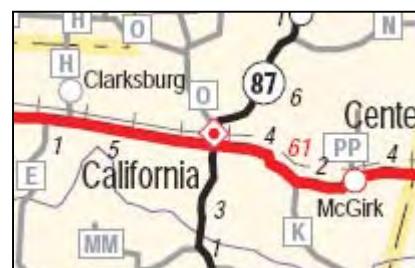
Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	Jefferson City
10,000 to 20,000	None	Fulton
5,000 to 10,000	None	None
1,000 to 5,000	None	<i>Holts Summit, Owensville, Hermann</i>
Colleges and Universities	Linn State Technical College, Linn	Lincoln University, Jefferson City; Westminster College, Fulton; William Woods University, Fulton
US Military Installations	None	None
MO Correctional Facilities	None	Jefferson City Correctional Center, Jefferson City; Algoa Correctional Center, Jefferson City; Central Missouri Correctional Center, Jefferson City; <i>Fulton Reception and Diagnostic Center, Fulton; Cremer Therapeutic Community Center, Fulton</i>
Amtrak Stop	None	Jefferson City

Noted Population Groups:

Hispanic population in the Jefferson City community

## California

2000 Population: 4,005  
 Interstate Routes: None  
 U.S. Routes: 50  
 MO-numbered Routes: 87  
 County: Moniteau  
 MoDOT District: Central (D5)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	<i>Columbia, Jefferson City</i>
10,000 to 20,000	None	None
5,000 to 10,000	None	Boonville
1,000 to 5,000	None	Eldon, Versailles, Tipton, <i>Ashland, Holts Summit</i>
Colleges and Universities	None	Lincoln University, Jefferson City; Columbia College, Columbia; Stephens College, Columbia; University of Missouri, Columbia;
US Military Installations	None	None
MO Correctional Facilities	None	Boonville Correctional Center, Boonville; Algoa Correctional Center, Jefferson City; Jefferson City Correctional Center, Jefferson City; Central Missouri Correctional Center; Tipton Correctional Center, Tipton
Amtrak Stop	None	Jefferson City

Noted Population Groups:

Hispanic population in the Jefferson City and Columbia communities

### **US 36 COMMUNITIES**

(Hannibal, Cameron, and St. Joseph are both located along US 36)

**Also includes:**      **Chillicothe** (information found in the US 65 Communities section)  
**Macon** (information found in the US 63 Communities section)

### **US 24 COMMUNITIES**

(Hannibal and Kansas City are located along US 24)

**Also includes:**      **Moberly** (information found in the US 63 Communities section)  
**Carrollton** (information found in the US 65 Communities section)

## US 54 COMMUNITIES

(Bowling Green and Nevada are along US 54)

**Also includes:** **Jefferson City** (information found in the US 63 Communities section)  
**Buffalo** (information found in the US 63 Communities section)

### Fulton

2000 Population:	12,128
Interstate Routes:	70
U.S. Routes:	54
MO-numbered Routes:	None
County:	Callaway
MoDOT District:	Central (D5)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	Columbia, Jefferson City
10,000 to 20,000	None	Mexico
5,000 to 10,000	None	None
1,000 to 5,000	None	Centralia, Ashland, Holts Summit, St. Martins, Linn, Wellsville, Montgomery City,
Colleges and Universities	Westminster College, Fulton; William Woods University, Fulton	Columbia College, Columbia; Stephens College, Columbia; University of Missouri, Columbia; Lincoln University, Jefferson City; Linn State Technical College, Linn
US Military Installations	None	None
MO Correctional Facilities	Cremer Therapeutic Community Center, Fulton; Fulton Reception and Diagnostic Center, Fulton	Algoa Correctional Center, Jefferson City; Jefferson City Correctional Center, Jefferson City; Central Missouri Correctional Center, Jefferson City
Amtrak Stop	None	Jefferson City

Noted Population Groups:

Hispanic population in the Jefferson City, Columbia and Mexico communities

## Mexico

2000 Population: 11,320  
 Interstate Routes: None  
 U.S. Routes: 54  
 MO-numbered Routes: 22, 15  
 County: Audrain  
 MoDOT District: Northeast (D2)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	Fulton
5,000 to 10,000	None	None
1,000 to 5,000	None	Paris, Vandalia, Centralia, Wellsville, Montgomery City
Colleges and Universities	None	Westminster College, Fulton; William Woods University, Fulton
US Military Installations	None	None
MO Correctional Facilities	None	Cremer Therapeutic Community Center, Fulton; Fulton Reception and Diagnostic Center, Fulton
Amtrak Stop	None	None

Noted Population Groups: Hispanic population in the Mexico community

## Camdenton

2000 Population: 2,779  
 Interstate Routes: None  
 U.S. Routes: 54  
 MO-numbered Routes: 5 and 7  
 County: Camden  
 MoDOT District: Central (D5)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	None
5,000 to 10,000	None	Lebanon
1,000 to 5,000	None	Osage Beach, Eldon, Richland, Crocker
Colleges and Universities	None	None

Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	None	None

Noted Population Groups: Hispanic population in the Camdenton community

## Osage Beach

2000 Population:	3,662
Interstate Routes:	None
U.S. Routes:	54
MO-numbered Routes:	42
County:	Miller
MoDOT District:	Central (D5)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	None
5,000 to 10,000	None	None
1,000 to 5,000	None	Eldon, Versailles, Crocker, Richland
Colleges and Universities	None	None
US Military Installations	None	None
MO Correctional Facilities	None	Camp Hawthorn, Kaiser
Amtrak Stop	None	None

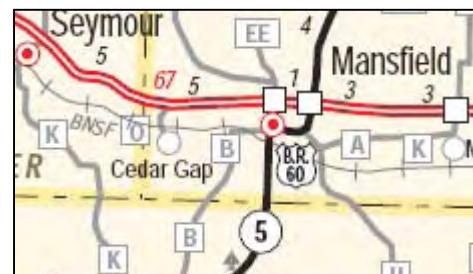
## US 60 COMMUNITIES

(Poplar Bluff and Springfield are along US 60)

Also included: Cabool (Information found in the US 63 Communities section)  
Willow Springs (Information found in the US 63 Communities section)

## Mansfield

2000 Population:	1,349
Interstate Routes:	None
U.S. Routes:	60
MO-numbered Routes:	5
County:	Wright
MoDOT District:	Springfield Area (D8)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	None
5,000 to 10,000	None	Marshfield
1,000 to 5,000	Ava, Seymour	Rogersville, Mountain Grove
Colleges and Universities	None	None
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	La Plata	None

Noted Population Groups: Amish population in the Seymour and Mountain Grove communities

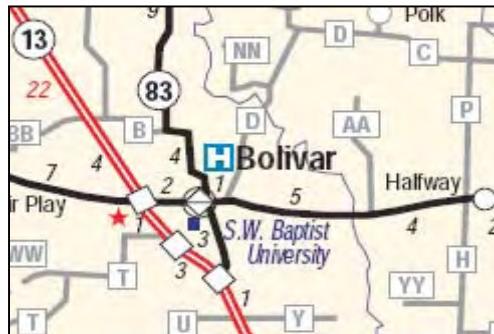
## MO 13 COMMUNITIES

(Springfield and Bethany are located along MO 13)

Also included: Warrensburg (information found in the US 50 Communities section)

### Bolivar

2000 Population:	9,143
Interstate Routes:	None
U.S. Routes:	None
MO-numbered Routes:	13, 83, and 32
County:	Polk
MoDOT District:	Springfield Area (D8)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	None
5,000 to 10,000	None	None
1,000 to 5,000	None	Humansville, Stockton, Ash Grove, Willard, Fair Grove, Buffalo
Colleges and Universities	Southwest Baptist University, Bolivar	None
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	None	None

Noted Population Groups: Amish population in Hickory County and the Humansville and Dunnegan communities

## Clinton

2000 Population: 9,311  
Interstate Routes: None  
U.S. Routes: None  
MO-numbered Routes: 13, 18, 7, and 52  
County: Henry  
MoDOT District: Kansas City Area (D4)



Cities and Sources of Frequent Bus Riders	10-mile radius	10- to 25-mile radius
20,000 and over	None	None
10,000 to 20,000	None	None
5,000 to 10,000	None	None
1,000 to 5,000	None	Appleton City, Garden City, Windsor, Warsaw
Colleges and Universities	None	None
US Military Installations	None	None
MO Correctional Facilities	None	None
Amtrak Stop	None	None

Noted Population Groups: Amish population in the Windsor and Osceola communities

## **Appendix D: MoDOT Intercity Bus Transit Ridership Survey**

Date \_\_\_\_\_ Transit Carrier \_\_\_\_\_  
Day of Week \_\_\_\_\_ Route Number \_\_\_\_\_

What state are you from?  Missouri City \_\_\_\_\_  
 Other state

# Tell Us About This Trip!

Did you begin your bus trip from a bus station/stop here in Missouri?  Yes  No

If Yes,

Which Missouri bus station/stop? \_\_\_\_\_

How much time did it take to reach the bus station/stop you started your trip from? How far did you travel to reach this bus station/stop?

Amount of time \_\_\_\_\_ Number of miles \_\_\_\_\_

## How did you get to the bus station/stop?



Will your bus trip end at a bus station/stop here in Missouri?  Yes  No

If Yes,

Which Missouri bus station/stop? \_\_\_\_\_

How much time will it take from when you get off the bus until you get to your final destination? How far will you travel from this bus station/stop?

Amount of time \_\_\_\_\_ Number of miles \_\_\_\_\_

After you get off the bus, how will you get to your final destination?



Are you transferring to a different bus at a bus station/stop here in Missouri?  Yes  No

If Yes,

Which Missouri bus station/stop?

Amount of time for transfer

Was the time you waited for your transfer  Too long  Too short  Just right

Where is your final destination for this trip?

- Missouri City \_\_\_\_\_  
 Other state \_\_\_\_\_

How long will this trip take from the time you left your home until you reach your final destination?

### Number of hours

What is the purpose of your trip?

- |   |                                     |                                      |
|---|-------------------------------------|--------------------------------------|
| <input type="checkbox"/> Visit relatives or friends | <input type="checkbox"/> Vacation   | <input type="checkbox"/> Medical     |
| <input type="checkbox"/> Family business            | <input type="checkbox"/> Education  | <input type="checkbox"/> Employment  |
| <input type="checkbox"/> Business Activity          | <input type="checkbox"/> Relocation | <input type="checkbox"/> Other _____ |

What was the total cost of your bus ticket for this trip?

Amount of ticket \_\_\_\_\_

What will be your total transportation cost for this trip (from home to final destination)?

Amount of total transportation cost \_\_\_\_\_

Is this bus trip part of a round or one-way trip?

- Round-trip       One-way trip

*Missouri residents, and travelers visiting in Missouri,  
please continue to the next question.  
Non-Missouri residents may go to the last page.*

## **MISSOURI RESIDENTS AND TRAVELLERS:**

### **Tell Us About Your Bus Experience!**

If this is a round-trip, will you be getting on and off at the same bus stations/stops?

- Yes       No

Why are you getting on or off at different bus stations/stops?

Reason for going to a different bus station/stop\_\_\_\_\_

Other means of travel may be available to you. Why did you not use them?

(Please check all that apply.)

	<i>More costly</i>	<i>Not as convenient</i>	<i>Don't feel safe</i>	<i>Don't like it</i>	<i>Not able to drive</i>	<i>Too far to get to</i>	<i>Other</i>
Plane							
Train							
Personal vehicle							
Rental vehicle							
Borrow someone's vehicle							
Someone drives me in their vehicle							
Other							

Are you traveling alone or with others?

- Alone     With others

If you are traveling with others, how many of you are there and what is your relationship to them?

<i>Relationship</i>	<i>Number</i>
Spouse	
Minor children	
Adult children	
Parent	
Sibling	

Other relative	
Friend	
Significant Other	

How did you get information about this bus service?

- Called the company's phone number     Went directly to the bus station/stop
- Searched for it on the Internet         Someone else made the arrangements
- Other \_\_\_\_\_

How safe did you feel at the bus station/stop where you started your bus trip?

- I felt very safe at this bus station/stop.
- I felt somewhat safe at this bus station/stop.
- I did not feel safe at this bus station/stop.

Please rate this bus station/stop on the following safety features.

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Didn't notice</i>
Lighting at night					
Safety of location					
Security systems (guards, cameras, etc.)					
Easy to see and find					
Other _____					

How safe will you feel about the bus station/stop where your bus trip will end?

- Don't know – haven't been there yet
- I feel very safe at this bus station/stop.
- I feel somewhat safe at this bus station/stop.
- I do not feel safe at this bus station/stop.

Please rate that bus station/stop on the following safety features.

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Didn't notice</i>
Lighting at night					
Safety of location					
Security systems (guards, cameras, etc.)					
Easy to see and find					
Other _____					

How satisfied are you with this bus service?

- I am very satisfied with this bus service
- I am somewhat satisfied with this bus service
- I am unsatisfied with this bus service

What could be done to improve your satisfaction with this bus service?  
(Please check all that apply.)

- A bus station/stop that is closer to my home
- More stops at the bus stations/stops I use
- Make it easier to buy a ticket for a bus trip
- The bus arrives and leaves on time
- The bus station/stop could be improved by \_\_\_\_\_
- The bus could be improved by \_\_\_\_\_
- Other \_\_\_\_\_

If these improvements were put in place, how would they affect your decision to ride a bus?

- I would ride the bus more often.
- I would consider riding the bus more often.
- I would ride the bus less often.
- It would have no effect on how often I ride the bus.

Is this your first time riding a bus (excluding those times on a tour or local bus)?  Yes  No

**If Yes**

Do you think you will ride again?  Yes  No  
Why or why not? \_\_\_\_\_

**These Questions Are For People Who Are Not First-Time Riders**

How many of your bus trips are one-way trips?

- All of them
- More than  $\frac{1}{2}$  of them
- Less than  $\frac{1}{2}$  of them
- None of them

How many times a year do you take a bus trip?

- 1 time
- 2 to 5 times
- 6 to 10 times
- More than 10 times

How long have you been using bus transportation for traveling?

- Less than one year
- One to five years
- Five to ten years
- More than 10 years

In the time that you have lived in your current home, have you always used the same bus stations/stops that you did for this trip?

- Yes
- No

If not, where had you previously got on the bus and how far away is this location from your home?

Location #1 \_\_\_\_\_ Distance from your home \_\_\_\_\_  
Location #2 \_\_\_\_\_ Distance from your home \_\_\_\_\_

Are the number of stops on your bus ride:  Just right  Too many  Too few

Please explain \_\_\_\_\_

## Tell Us A Little About You!

Do you own, or have access on a regular basis to, a vehicle?

- Own       Have access       Neither own nor have access       Decline to answer

What is your gender?

- Male       Female       Decline to answer

What is your marital status?

- Single/Widowed/Divorced       Married       Other       Decline to answer

How many children under 18 years live in your home?

- None       One       Two       Three       Four or more  
 Decline to answer

What is your total annual household income level?

- Under \$20,000       \$20,001 to \$35,000       \$35,001 to \$50,000  
 \$50,001 to \$75,000       \$75,000 or more       Decline to answer

What is your age?

- Under 16 years       16 to 25 years       26 to 45 years  
 46 to 60 years       Over 60 years       Decline to answer

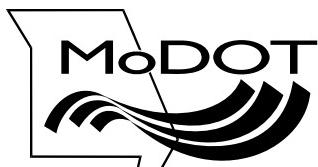
What is your employment or student status?

- Full-time employment       Part-time employment       Retired       Student

Other \_\_\_\_\_

- Decline to answer

**Thank you for taking the time to complete this survey.**



*Mission*

*Our mission is to provide a world-class transportation experience that delights our customers and promotes a prosperous Missouri*

## **Appendix E: Missouri Bus Stops within 10- and 25-mile Radii**